# Welcome to
# Usage Accounting Reports Training

- **A few housekeeping items:**
  - Please place your phone on mute
  - The training presentation will start at 10:05 to allow everyone to join
  - Please send the Host a note from the Webinar window if you have a question
  - If time permits, questions sent via the note feature will be addressed at the end of the presentation
  - Questions not addressed during the presentation will be addressed through email

Kevin Schultz

# GTA CHARGEBACK TRAINING- USAGE ACCOUNTING REPORTS

# Purpose of this Training Presentation

- **Provide instructions on how to get access to the Usage Accounting Reports for Chargeback**
- **Explain the basic functions of the Usage Accounting Reports including navigation, download, and print**
- **Provide an overview of report content for the following types of reports:**
  - Invoice
  - Report Group Invoice Detail
  - Resource Usage Trend & Variance

# What is Usage Accounting Reports?

- **Usage Accounting Reports (UAR) is a Web-based reporting solution accessible via the Georgia Enterprise Technology Services (GETS) portal**
- **UAR provides GTA, State agencies and municipalities, and IBM account management and support teams a way to view invoices, invoice detail, and trend reports**

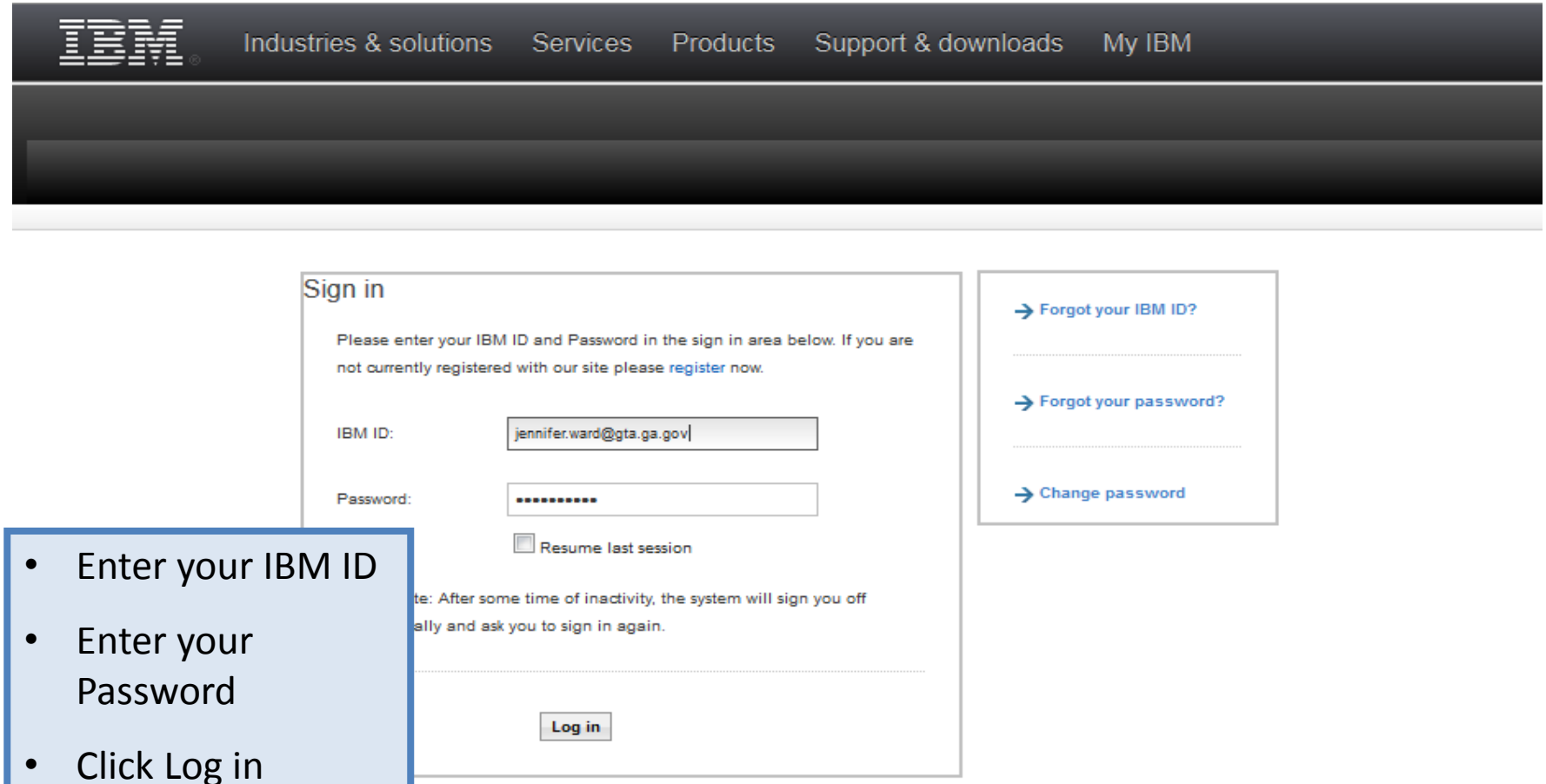
# ACCESS INSTRUCTIONS

# GETS Portal Sign-in Page

- **Go to the GETS Portal Sign-in page at URL https://www.ibm.com/services/connection/portal**
- **If you have not registered for the GETS Portal:**
  - Click the register now link at top of screen and you will be presented with the IBM registration page
  - All Users have to self-register to complete the GETS portal boarding process
  - GETS Portal access is required to access UAR
  - Super Users have the ability to request UAR access through the OrderNow! Service Catalog for users in their agencies

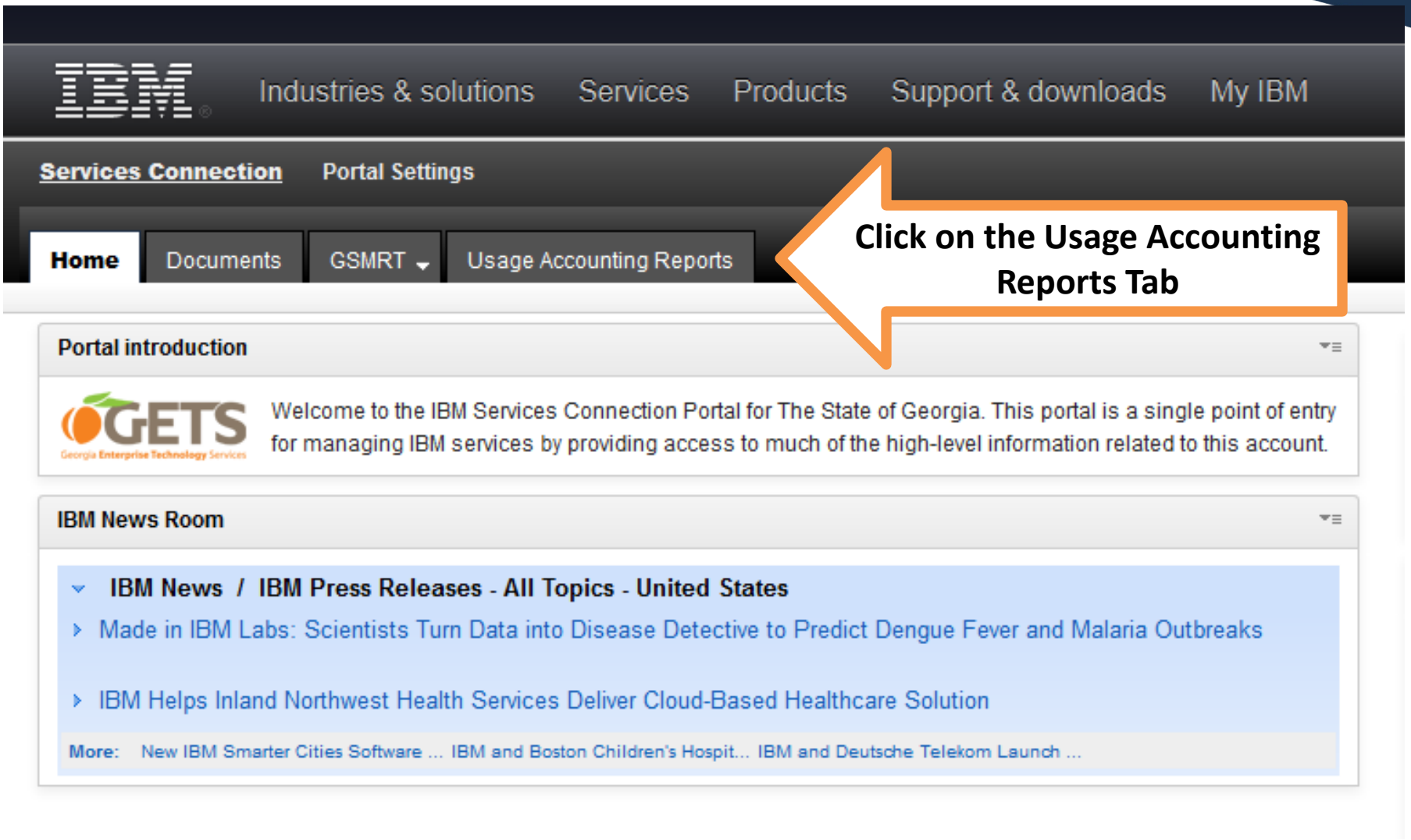
# UAR OVERVIEW

# Sign in to GETS Portal

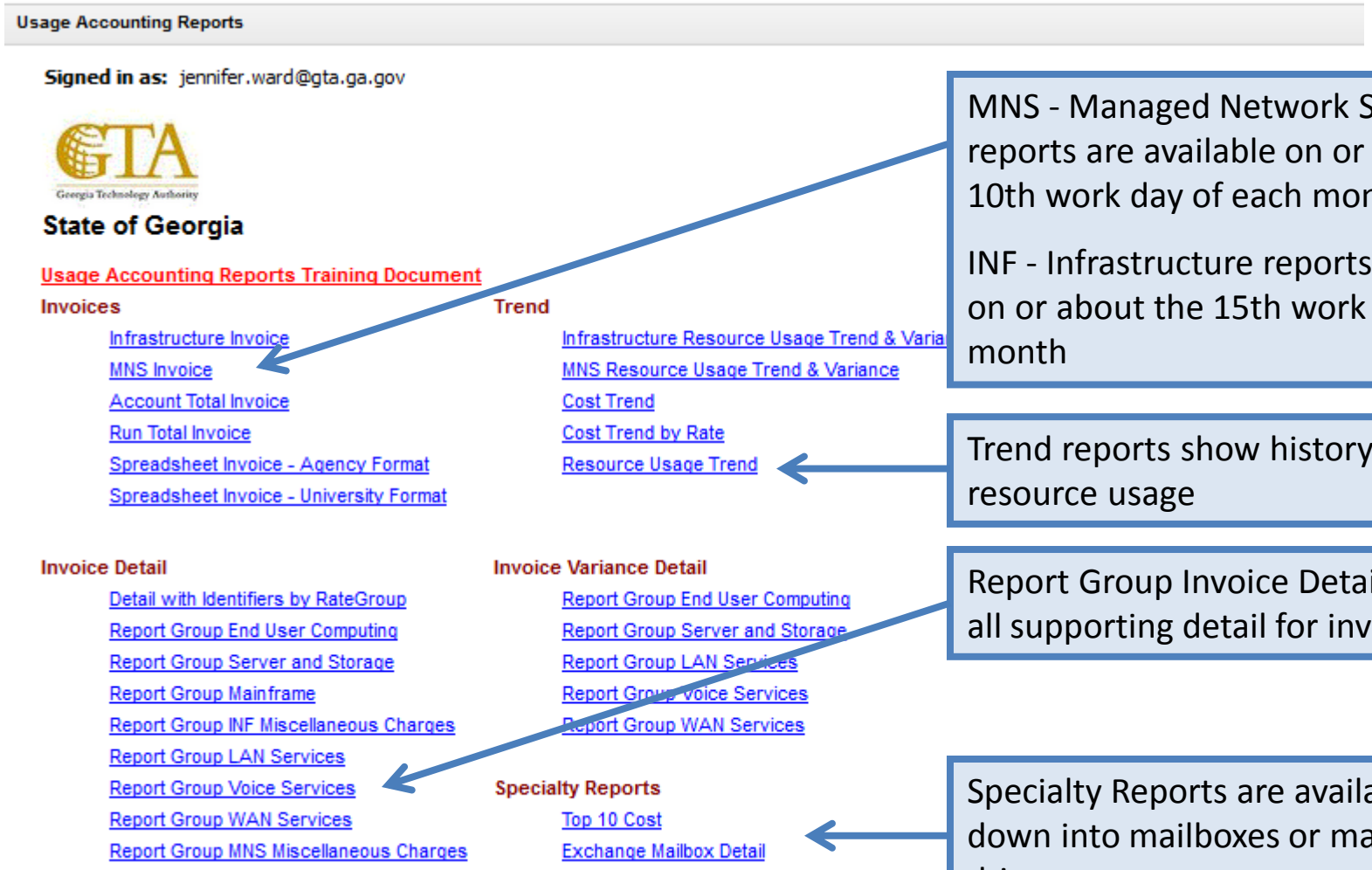



- Enter your IBM ID
- Enter your Password
- Click Log in

# Navigation to UAR within GETS Portal



# Report List




MNS - Managed Network Services reports are available on or about the 10th work day of each month

INF - Infrastructure reports are available on or about the 15th work day of each month

Trend reports show history for cost and resource usage

Report Group Invoice Detail reports have all supporting detail for invoices

Specialty Reports are available to drill down into mailboxes or major cost drivers

# GTA Account Code Structure

| Name | Length | Total Length |
|---|---|---|
| GA | 4 | 4 |
| Agency | 6 | 10 |
| Customer Defined | 9 | 19 |
| Identification | 16 | 35 |

Length includes leading period

**Examples**

| GA | Agency | Customer Defined | Identification |
|---|---|---|---|
| GA01 | .42230 | .00000000 | .00000000GETSSAN |
| GA01 | .46200 | .00000000 | . EUC462031020000 |
| GA01 | .98000 | .00000000 | .0000000000980171 |

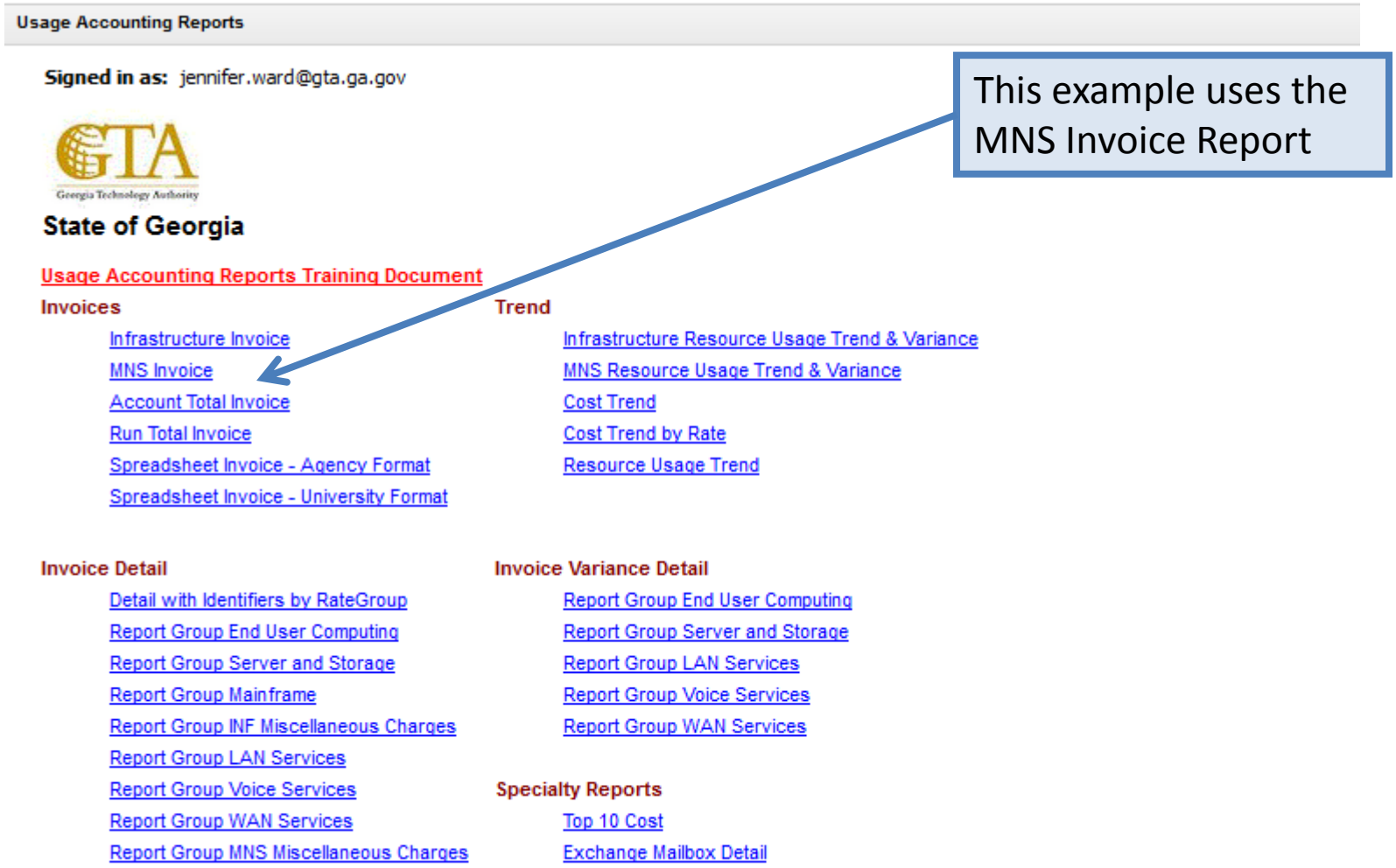
Cost Center

***The Account Code structure is used to define which agency will be included in the generated reports and invoices.***

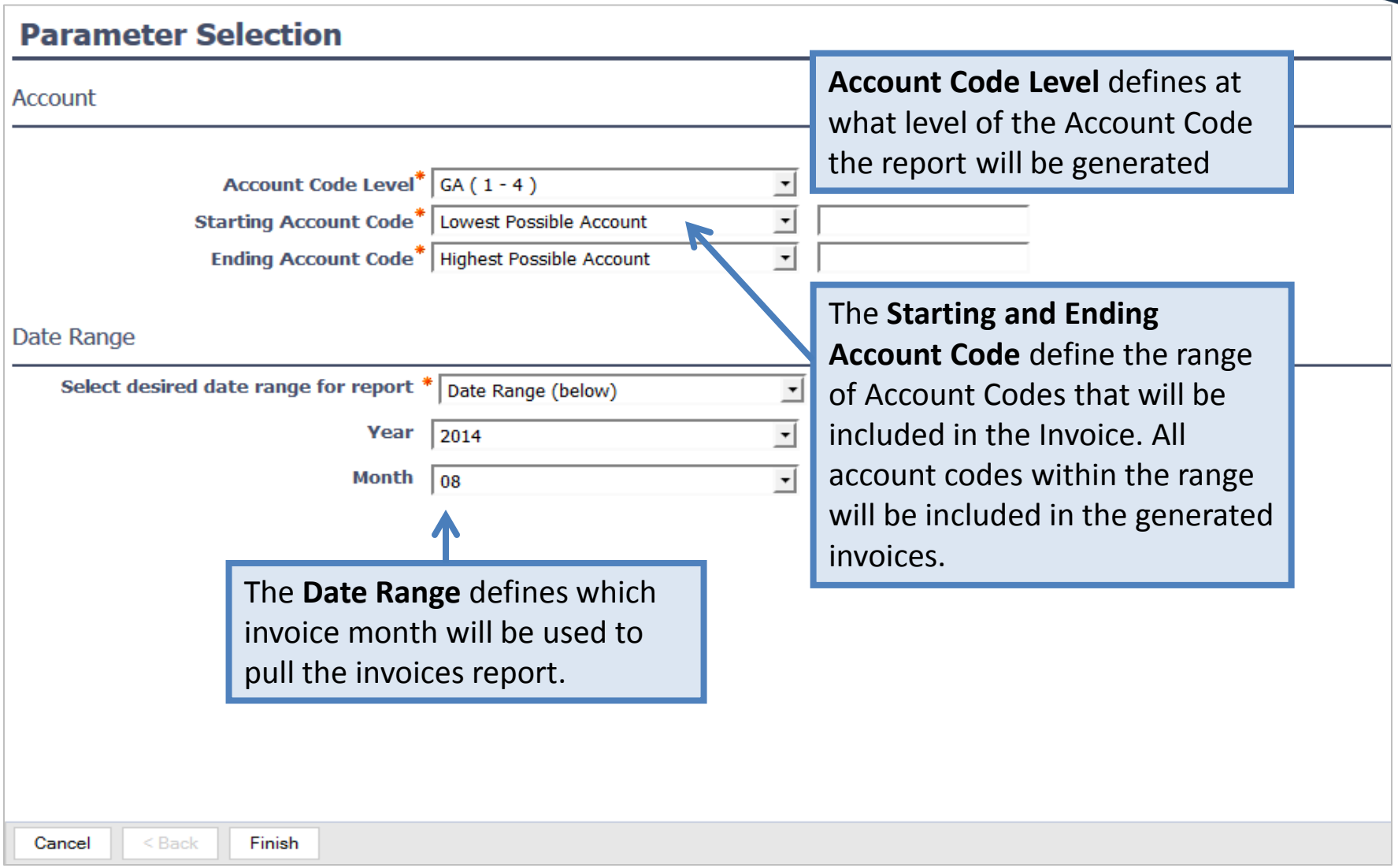
*Note: Security allows the user to only view data for the user's Agency or Customer Account.*

# INVOICE REPORT EXAMPLE

# Invoice Reports



# Invoice Parameter Selection Interface

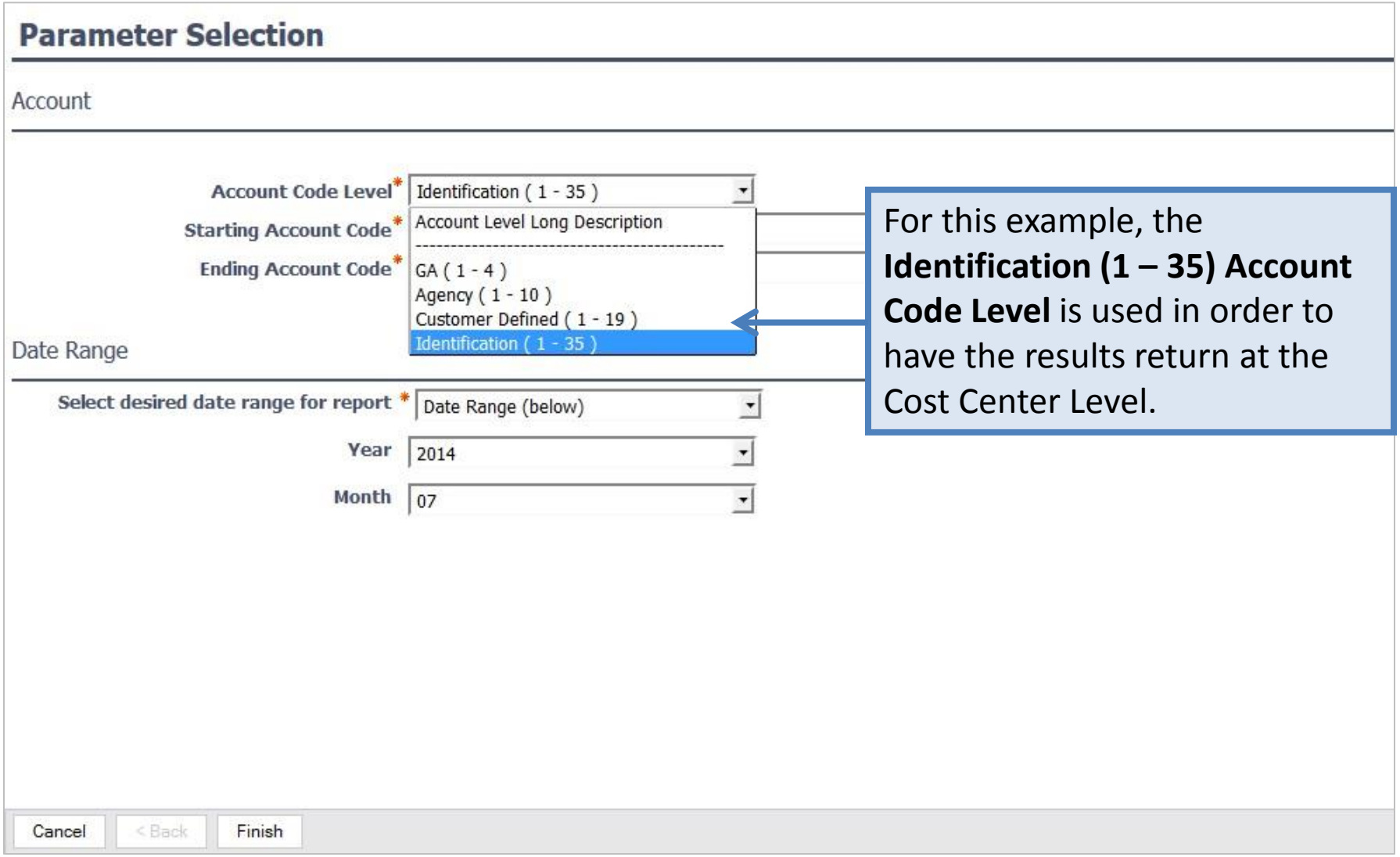



**Account Code Level** defines at what level of the Account Code the report will be generated

The **Starting and Ending Account Code** define the range of Account Codes that will be included in the Invoice. All account codes within the range will be included in the generated invoices.

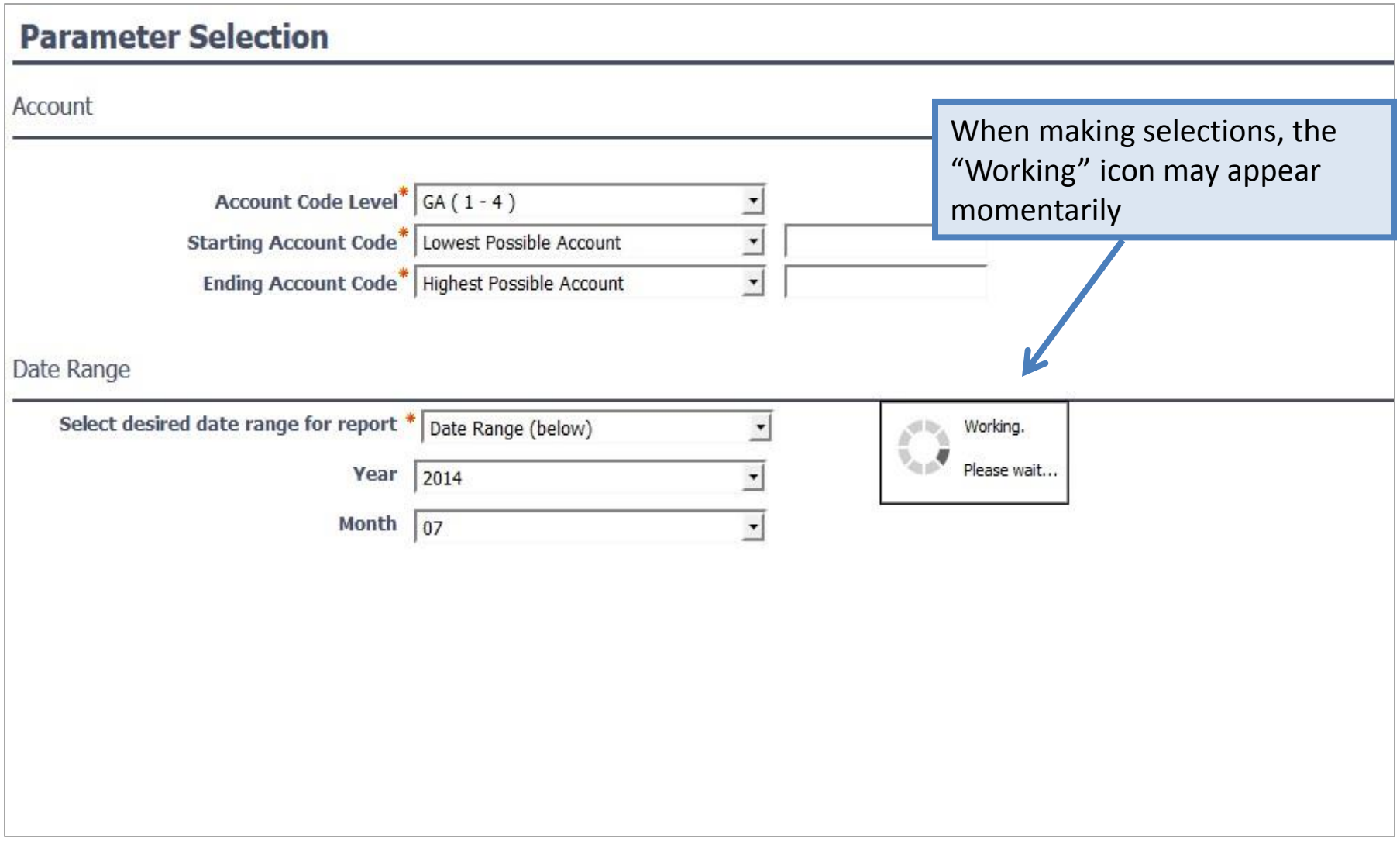
The **Date Range** defines which invoice month will be used to pull the invoices report.

# Invoice Parameter Selection Interface

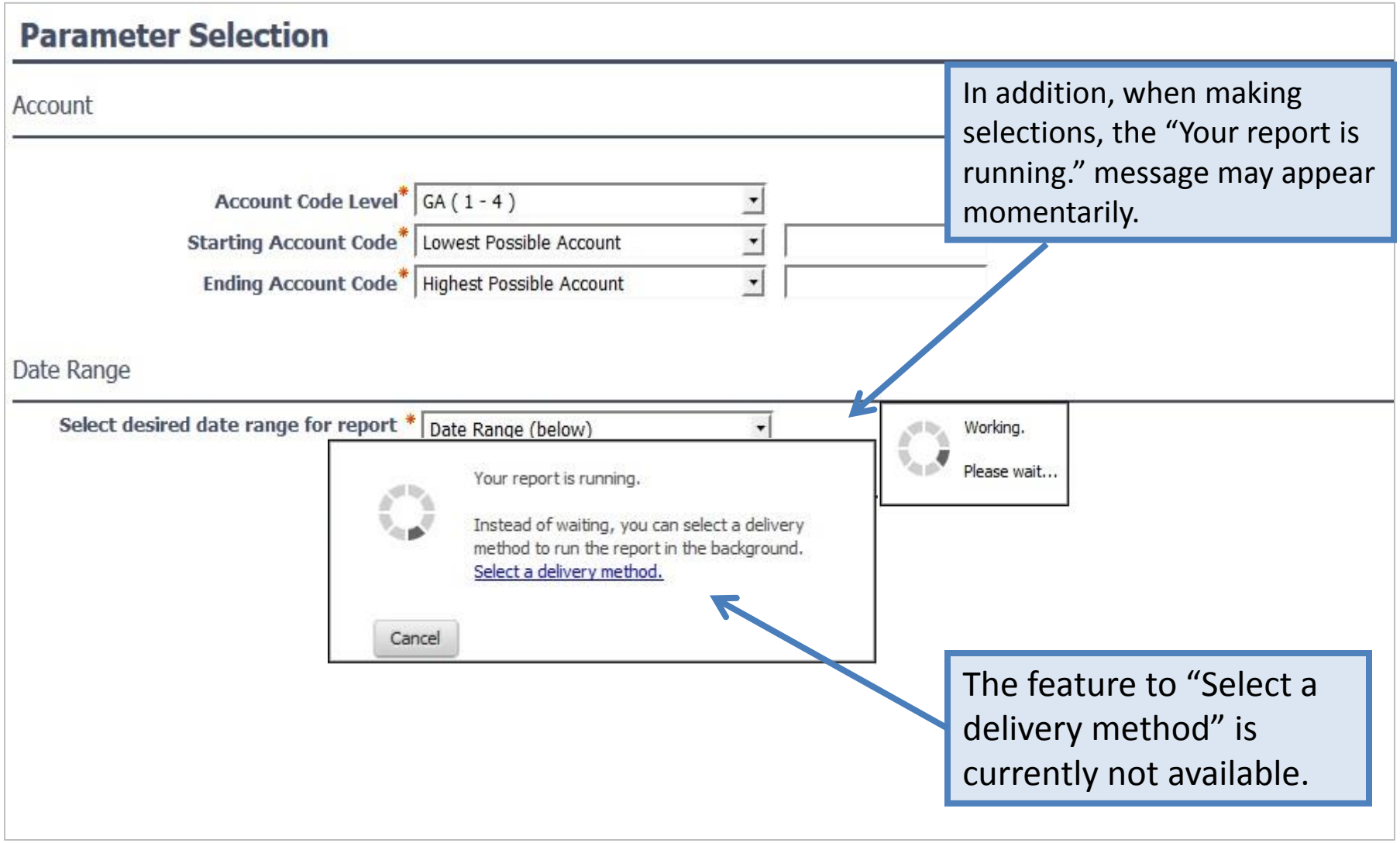



For this example, the **Identification (1 – 35) Account Code Level** is used in order to have the results return at the Cost Center Level.

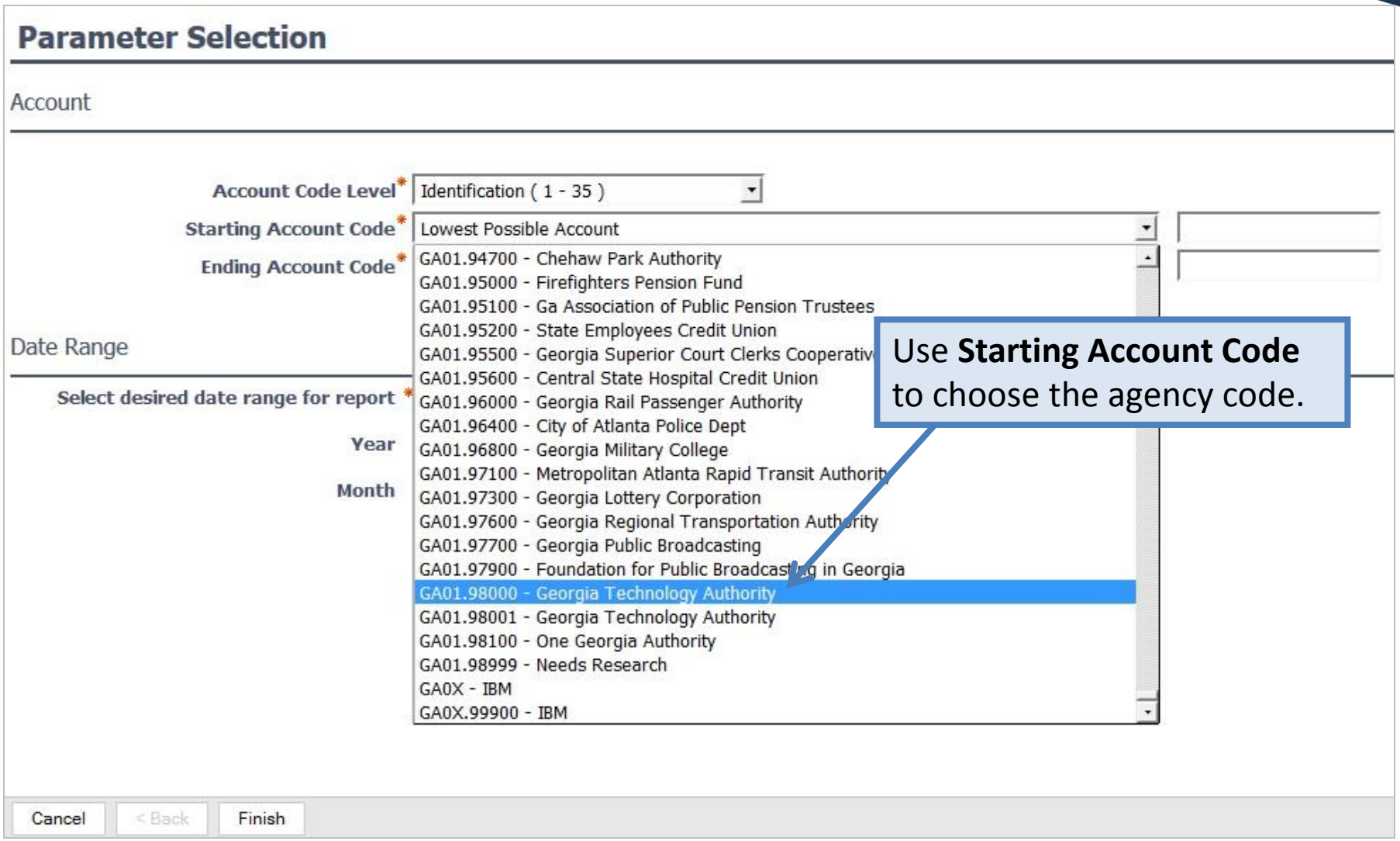
# Invoice Parameter Selection Interface



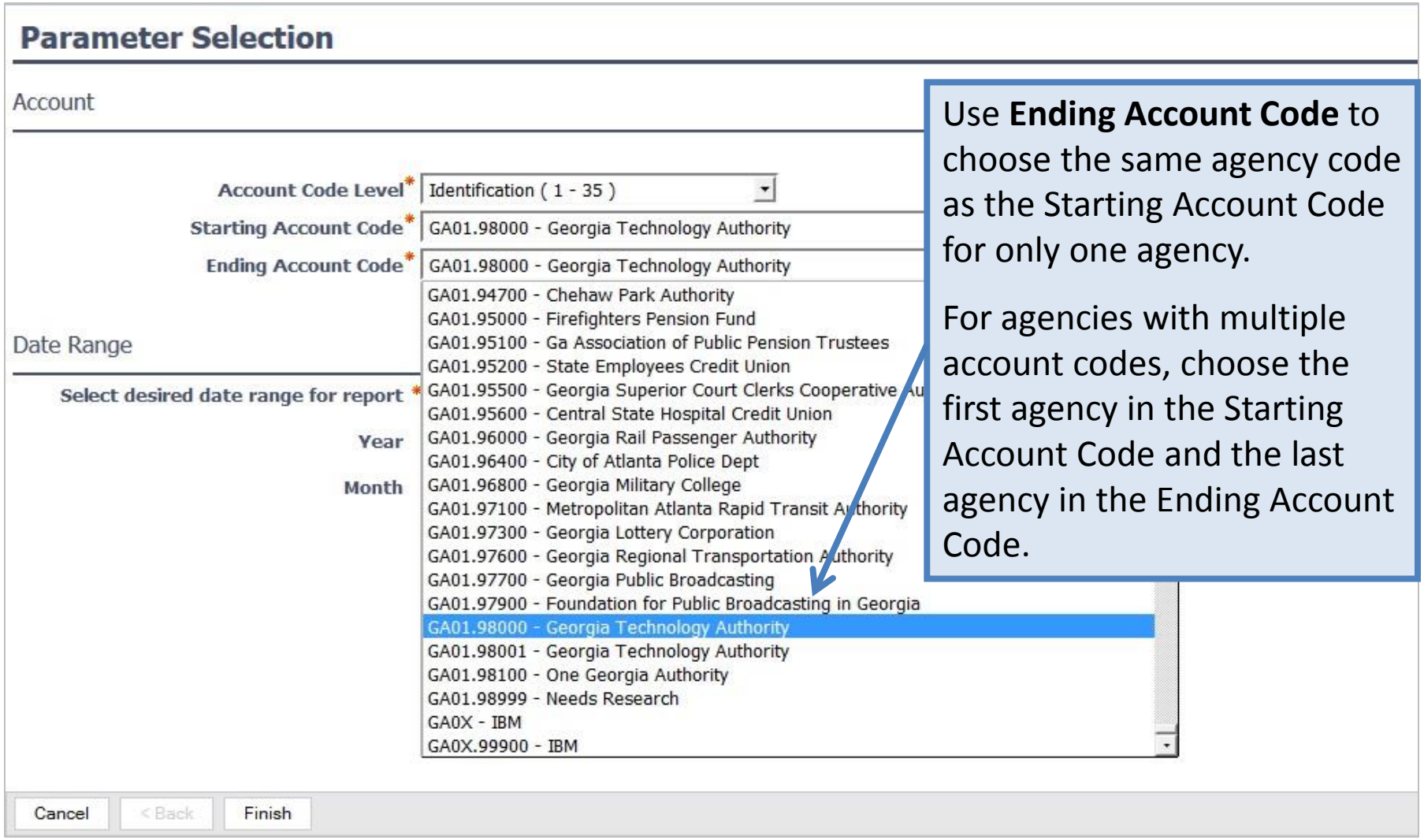
# Invoice Parameter Selection Interface



# Invoice Parameter Selection Interface



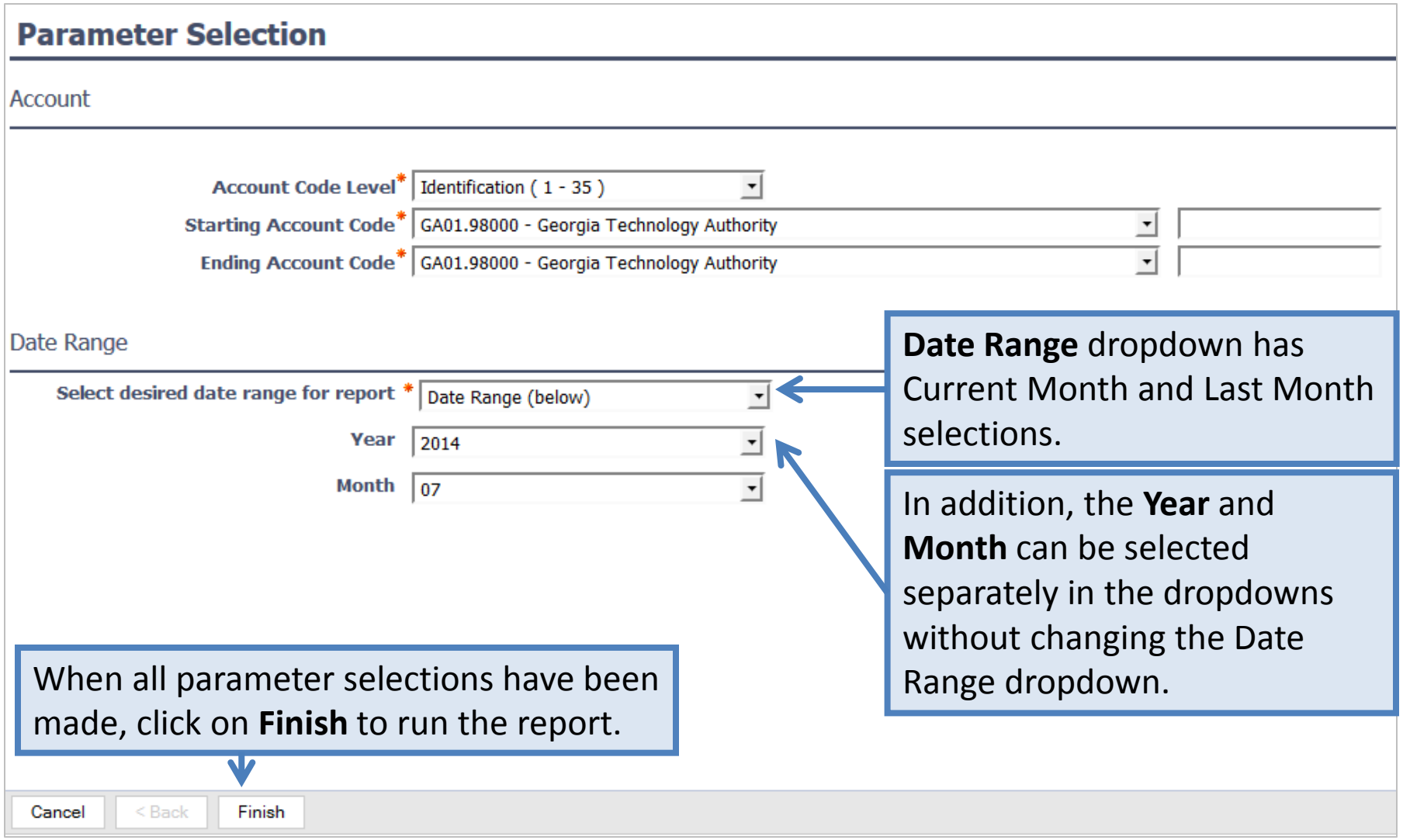
# Invoice Parameter Selection Interface




Use **Ending Account Code** to choose the same agency code as the Starting Account Code for only one agency.

For agencies with multiple account codes, choose the first agency in the Starting Account Code and the last agency in the Ending Account Code.

# Invoice Parameter Selection Interface

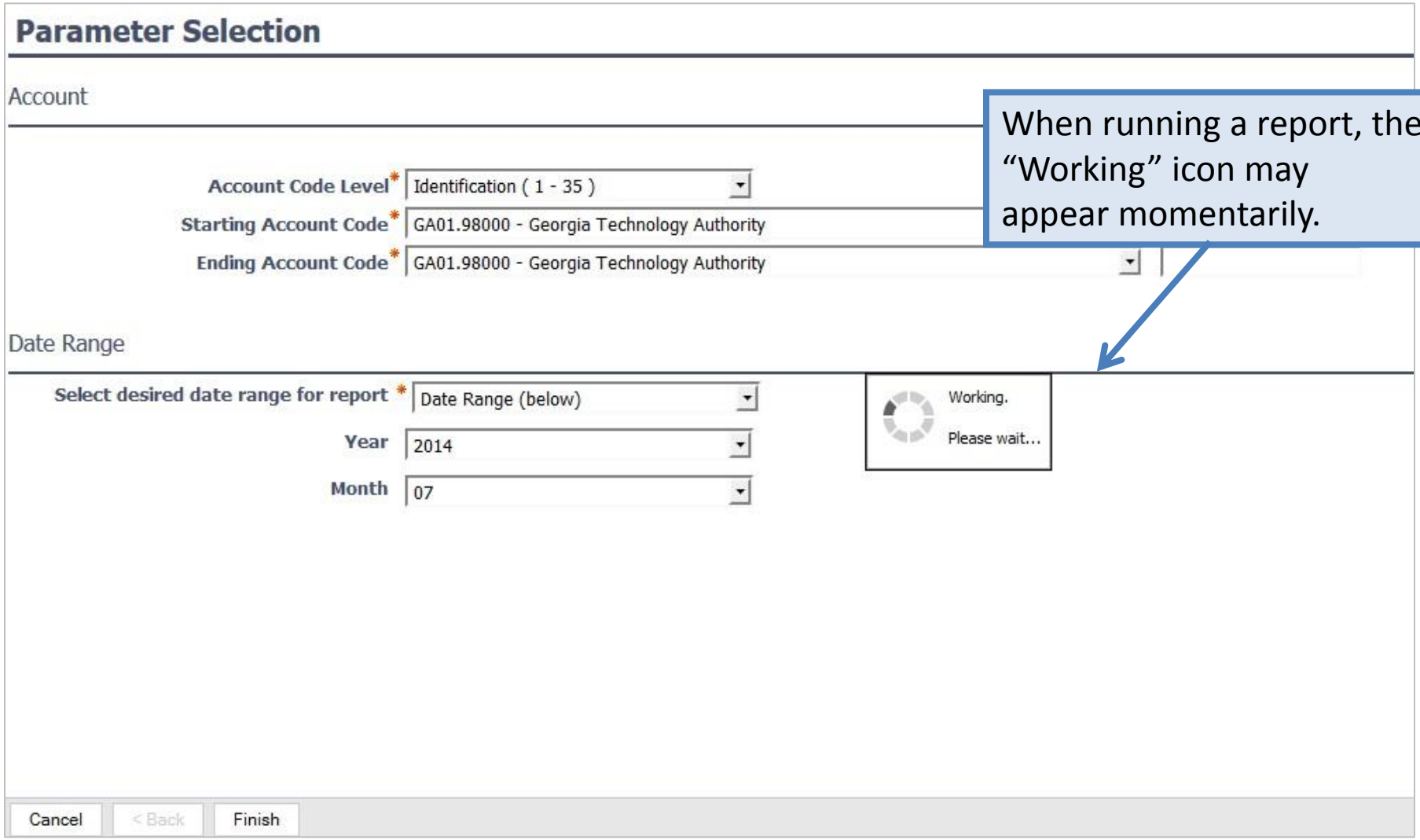



**Date Range** dropdown has Current Month and Last Month selections.

In addition, the **Year** and **Month** can be selected separately in the dropdowns without changing the Date Range dropdown.

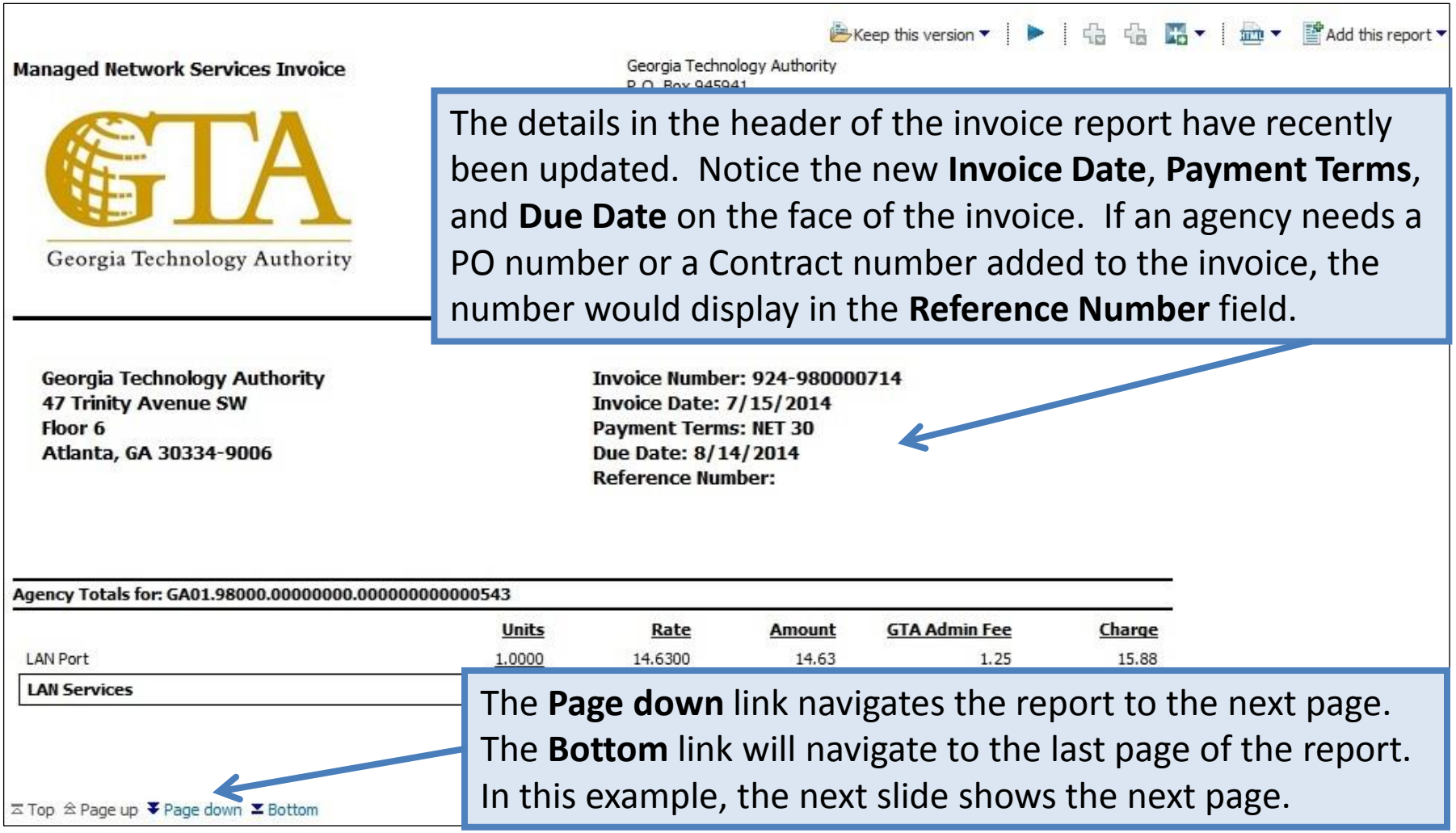
When all parameter selections have been made, click on **Finish** to run the report.

# Running an Invoice Report




When running a report, the "Working" icon may appear momentarily.

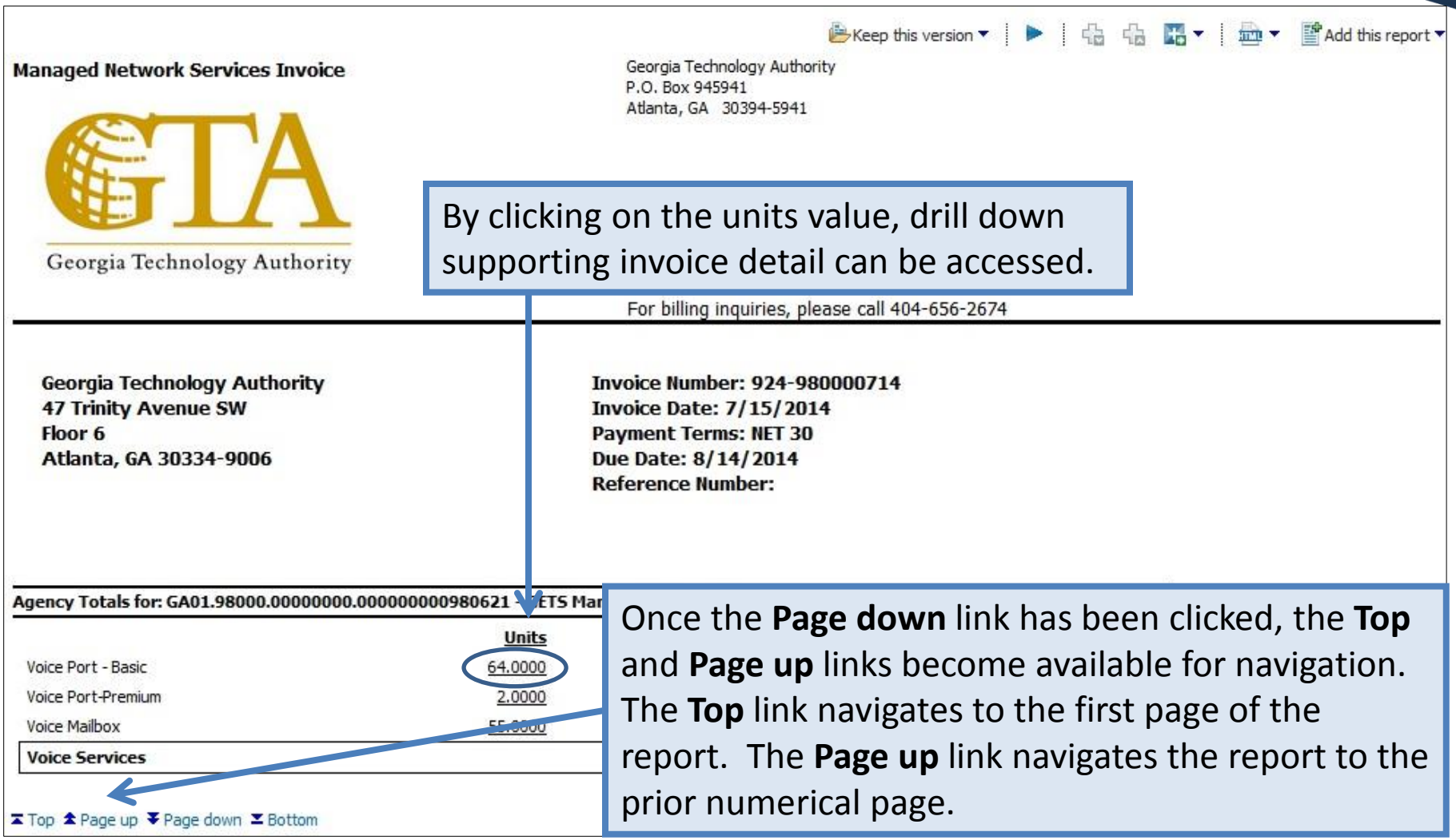
# Invoice Report Results in Browser




The details in the header of the invoice report have recently been updated. Notice the new **Invoice Date**, **Payment Terms**, and **Due Date** on the face of the invoice. If an agency needs a PO number or a Contract number added to the invoice, the number would display in the **Reference Number** field.

The **Page down** link navigates the report to the next page. The **Bottom** link will navigate to the last page of the report. In this example, the next slide shows the next page.

# Invoice Report Results in Browser



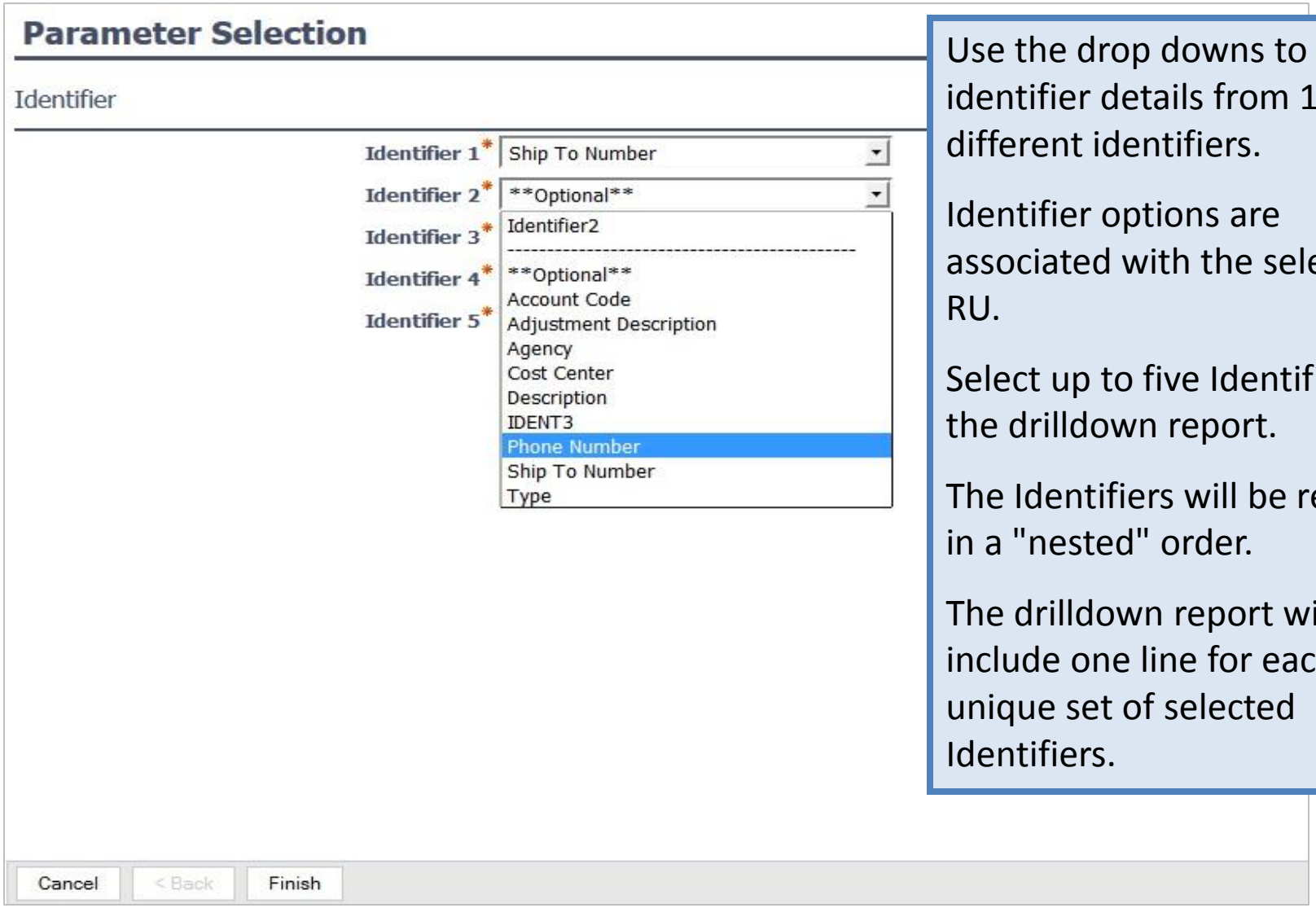

By clicking on the units value, drill down supporting invoice detail can be accessed.

Once the **Page down** link has been clicked, the **Top** and **Page up** links become available for navigation. The **Top** link navigates to the first page of the report. The **Page up** link navigates the report to the prior numerical page.

# Drilling Down on Resource Units

- In order to validate the number of resource units billed, the GTA customer can drill down on the quantity (Units) and view additional information
- For each resource unit, a limited number of fields, called identifiers, will be available to allow the customer to better understand what is being billed
- Because the RUs represent a wide range of services, the identifiers are unique to the resources being counted

# Drilling Down on Resource Units




Use the drop downs to select identifier details from 1 to 5 different identifiers.

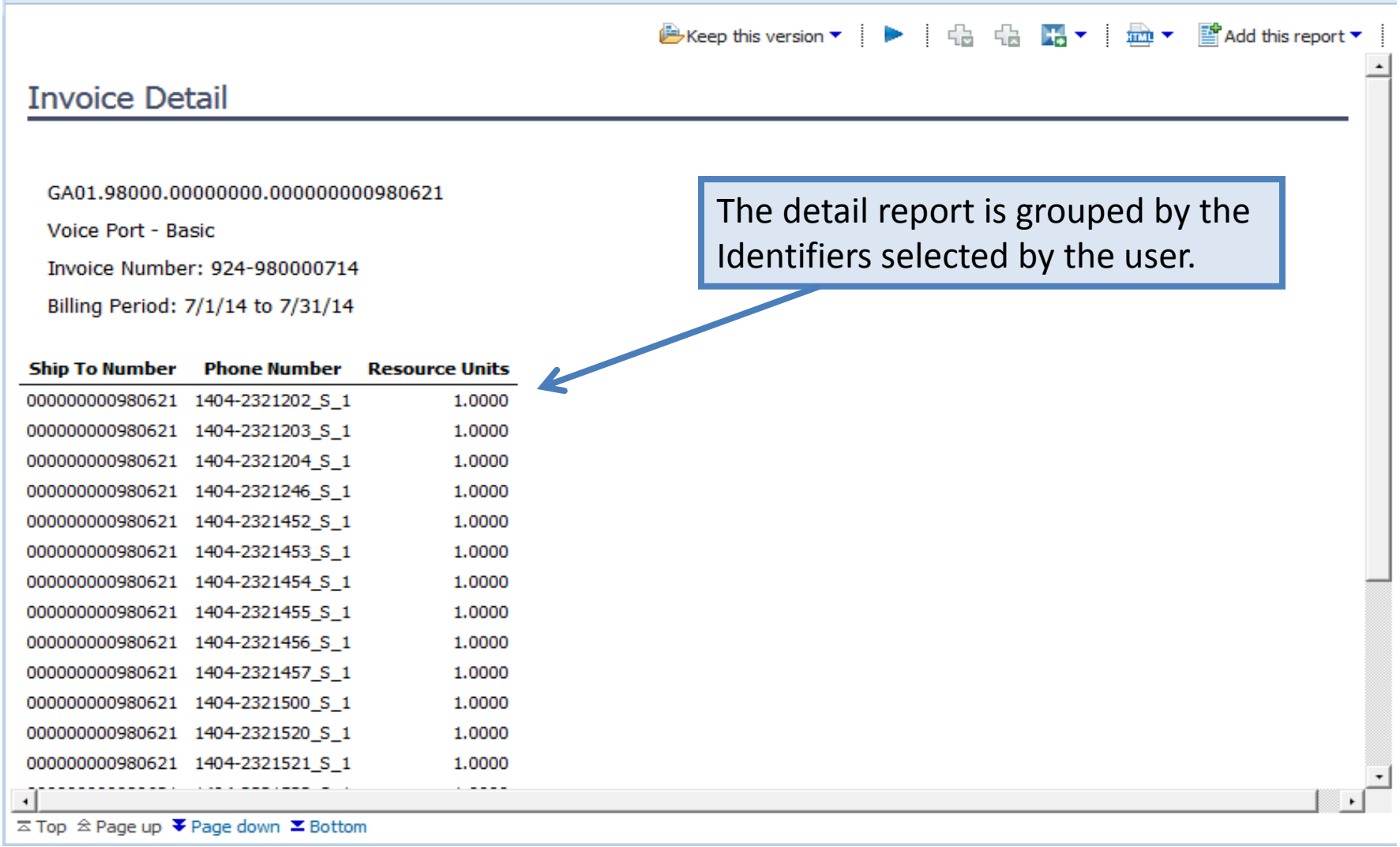
Identifier options are associated with the selected RU.

Select up to five Identifiers for the drilldown report.

The Identifiers will be returned in a "nested" order.

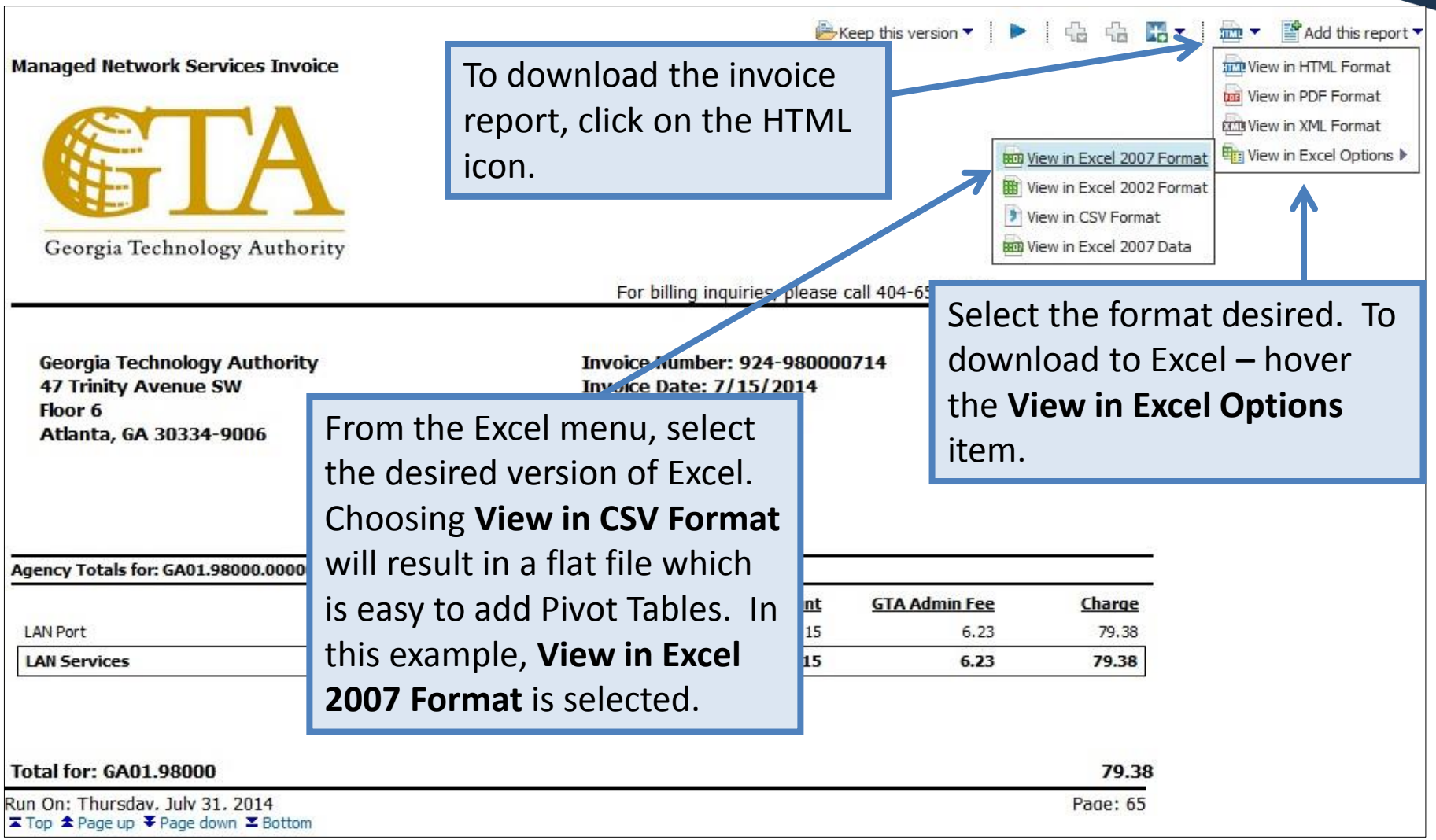
The drilldown report will include one line for each unique set of selected Identifiers.

# Drill Down Results




| Ship To Number | Phone Number | Resource Units |
|---|---|---|
| 000000000980621 | 1404-2321202_S_1 | 1.0000 |
| 000000000980621 | 1404-2321203_S_1 | 1.0000 |
| 000000000980621 | 1404-2321204_S_1 | 1.0000 |
| 000000000980621 | 1404-2321246_S_1 | 1.0000 |
| 000000000980621 | 1404-2321452_S_1 | 1.0000 |
| 000000000980621 | 1404-2321453_S_1 | 1.0000 |
| 000000000980621 | 1404-2321454_S_1 | 1.0000 |
| 000000000980621 | 1404-2321455_S_1 | 1.0000 |
| 000000000980621 | 1404-2321456_S_1 | 1.0000 |
| 000000000980621 | 1404-2321457_S_1 | 1.0000 |
| 000000000980621 | 1404-2321500_S_1 | 1.0000 |
| 000000000980621 | 1404-2321520_S_1 | 1.0000 |
| 000000000980621 | 1404-2321521_S_1 | 1.0000 |

# Downloading Reports

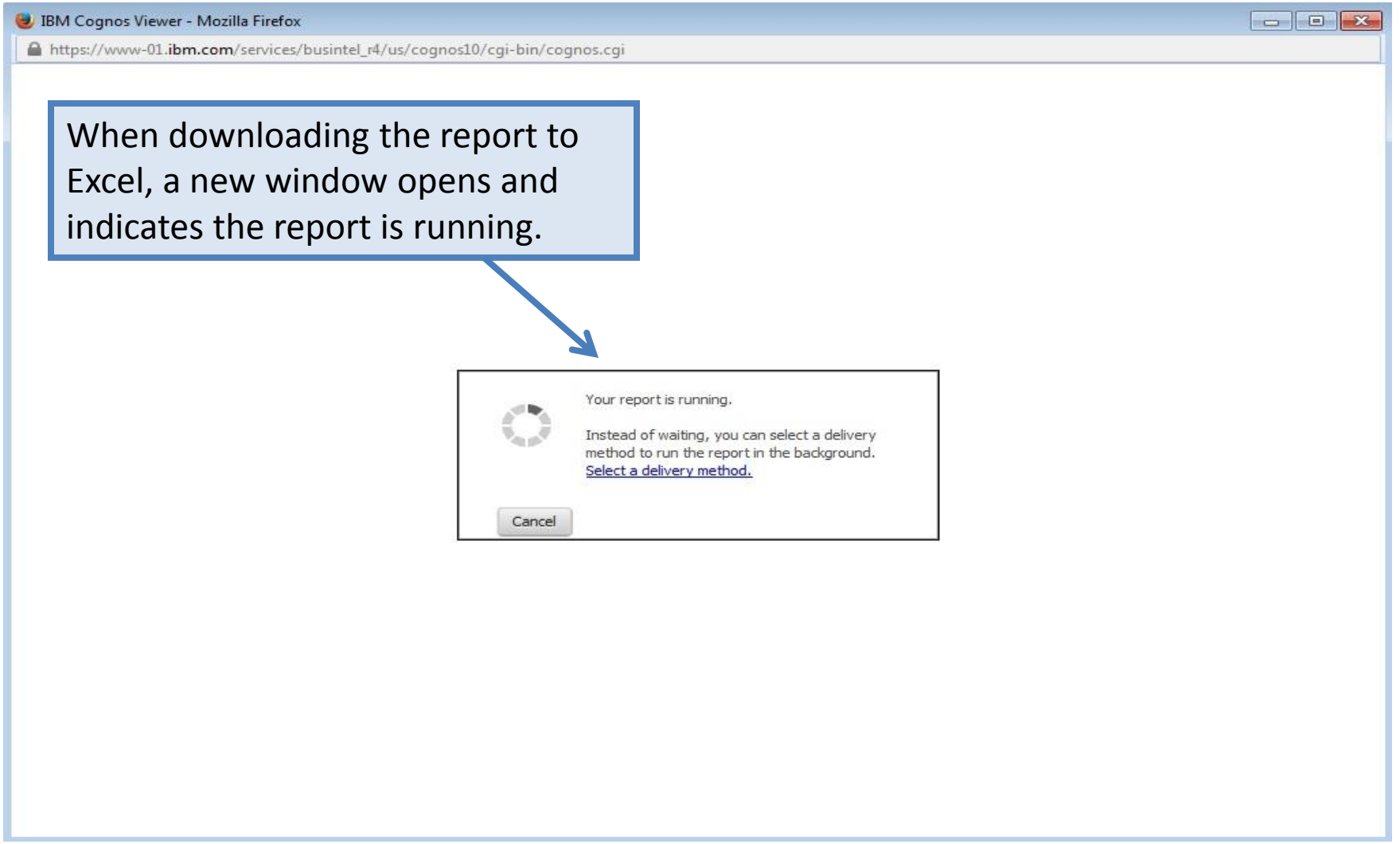



To download the invoice report, click on the HTML icon.

Select the format desired. To download to Excel – hover the **View in Excel Options** item.

From the Excel menu, select the desired version of Excel. Choosing **View in CSV Format** will result in a flat file which is easy to add Pivot Tables. In this example, **View in Excel 2007 Format** is selected.

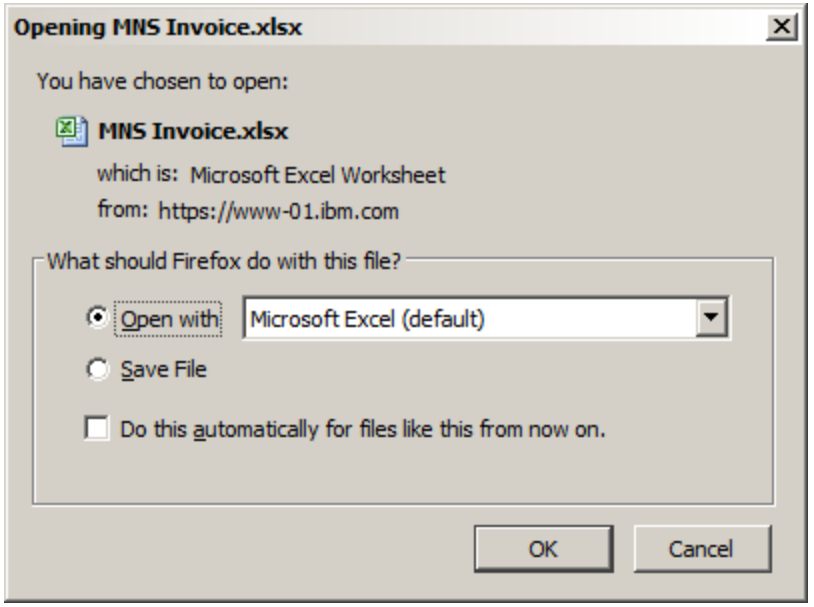
# Downloading Reports



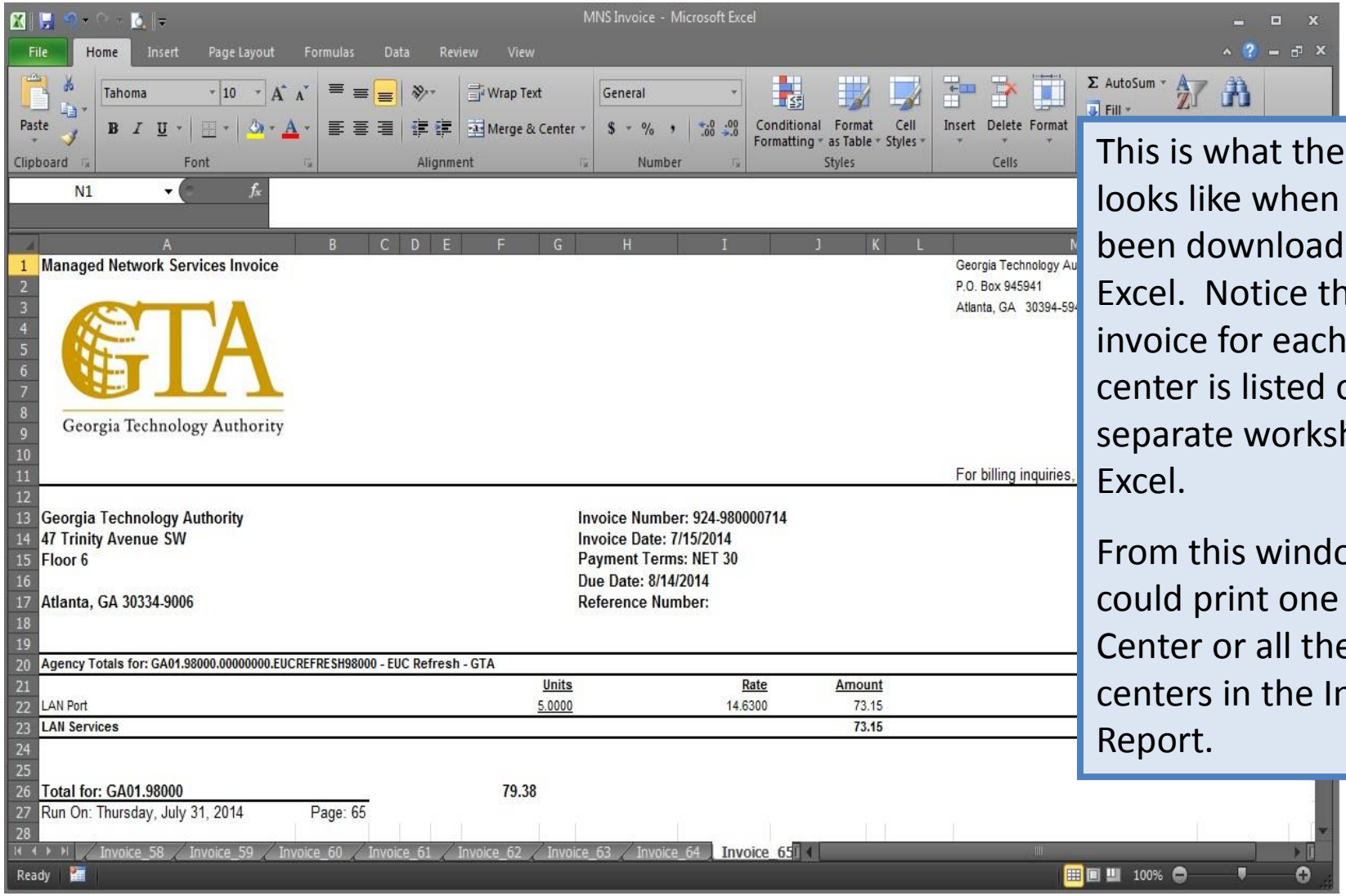
# Downloading Reports

When the report is ready, a window may pop up asking for the user to open or save the report, depending on the browser used and its settings.

This report was run in the Firefox Browser. IBM recommends this browser for Usage Accounting Reporting use.



# Downloading Reports

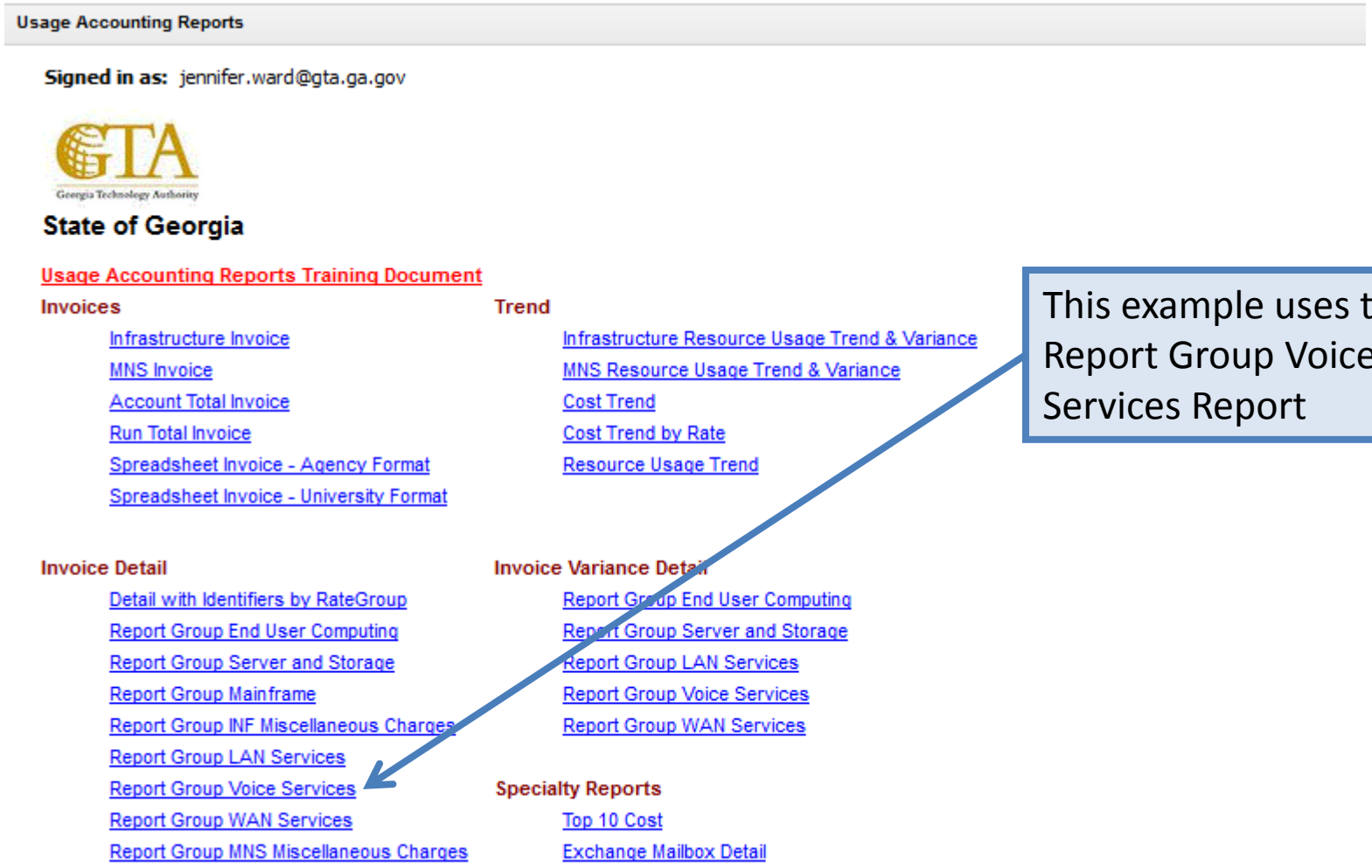



This is what the report looks like when it has been downloaded to Excel. Notice the invoice for each cost center is listed on a separate worksheet in Excel.

From this window you could print one cost Center or all the cost centers in the Invoice Report.

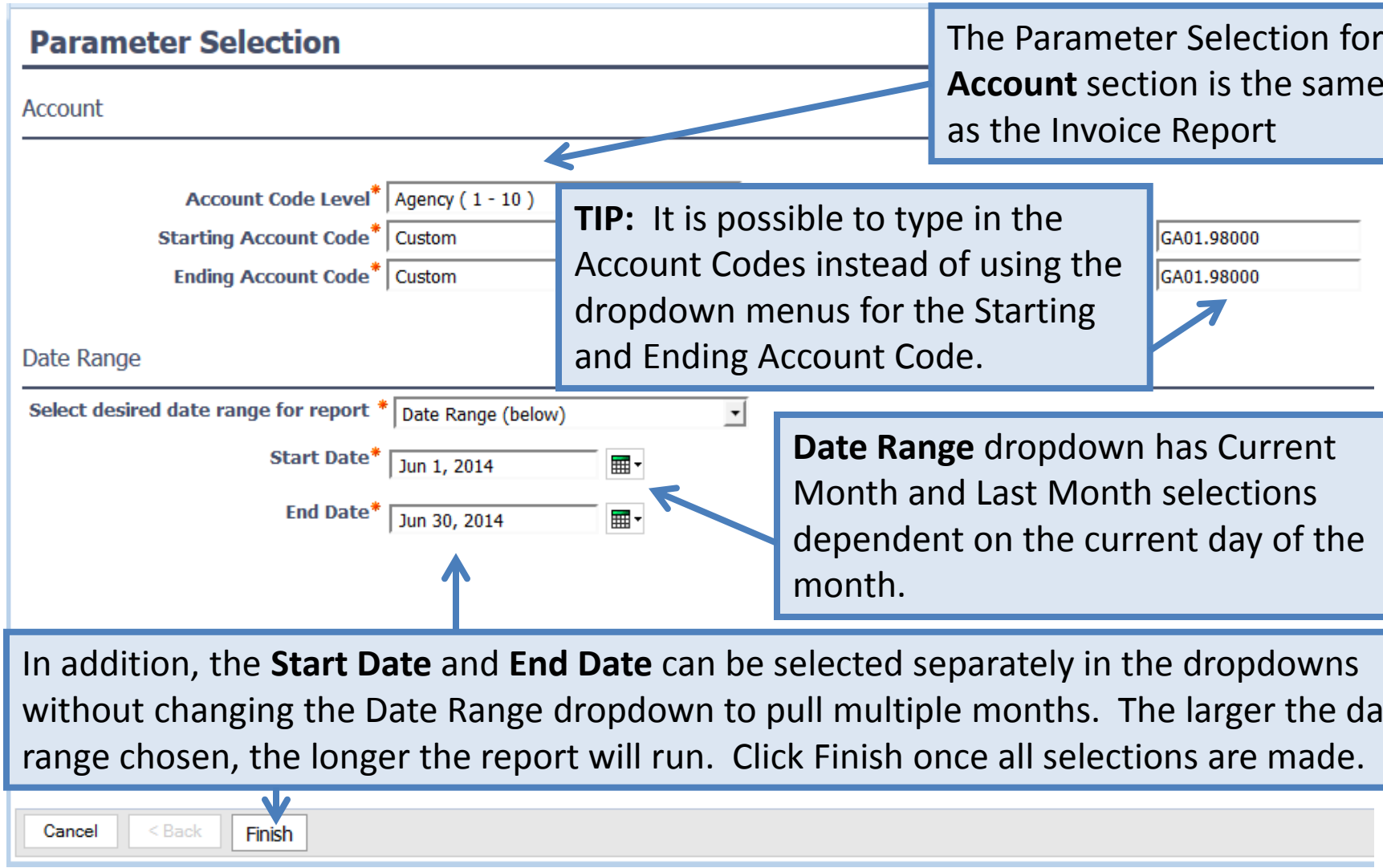
# INVOICE DETAIL REPORT GROUP EXAMPLE

# Invoice Detail Reports




This example uses the Report Group Voice Services Report

# Report Group Parameter Selection Interface



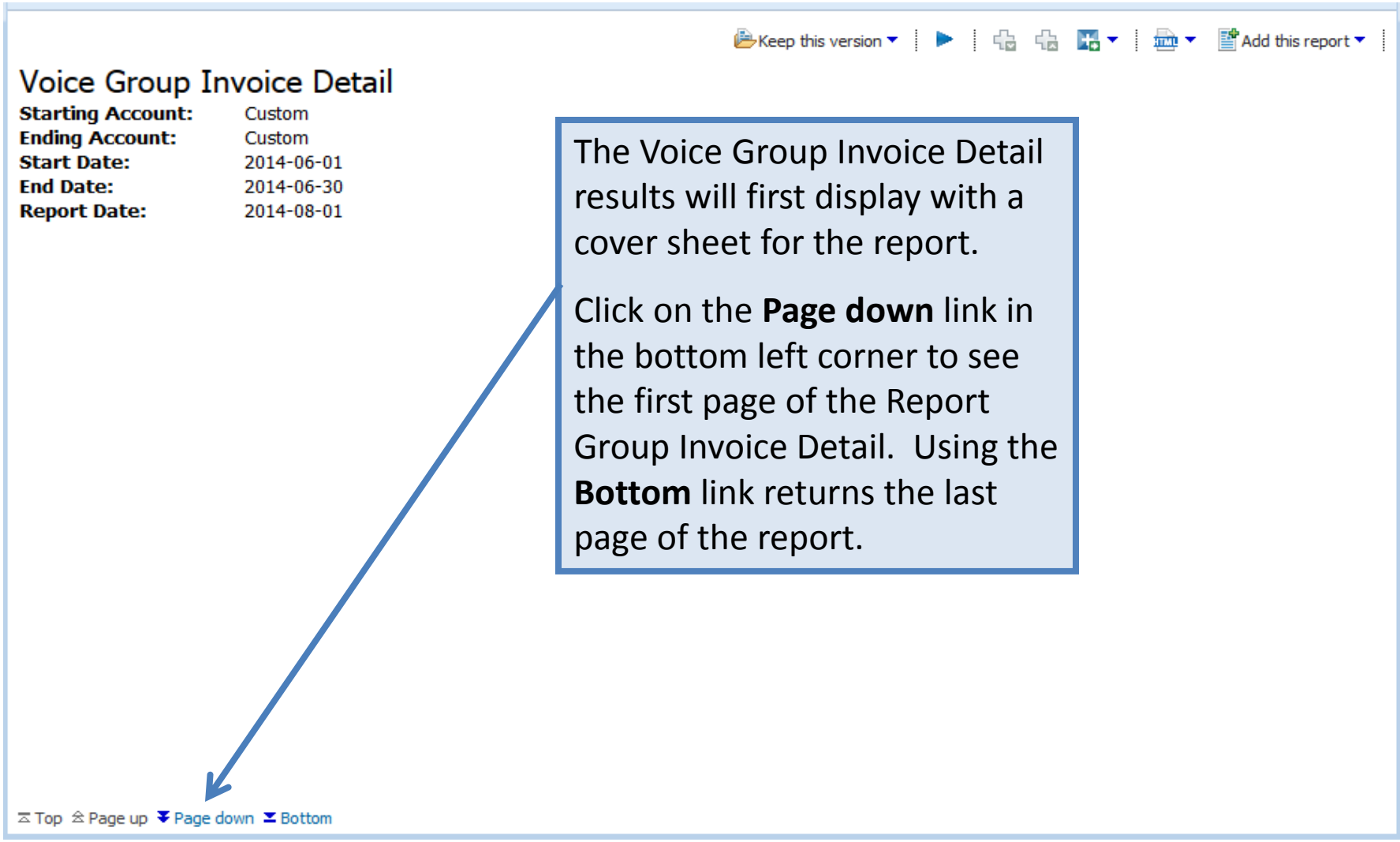

The Parameter Selection for **Account** section is the same as the Invoice Report

**TIP:** It is possible to type in the Account Codes instead of using the dropdown menus for the Starting and Ending Account Code.

**Date Range** dropdown has Current Month and Last Month selections dependent on the current day of the month.

In addition, the **Start Date** and **End Date** can be selected separately in the dropdowns without changing the Date Range dropdown to pull multiple months. The larger the date range chosen, the longer the report will run. Click Finish once all selections are made.

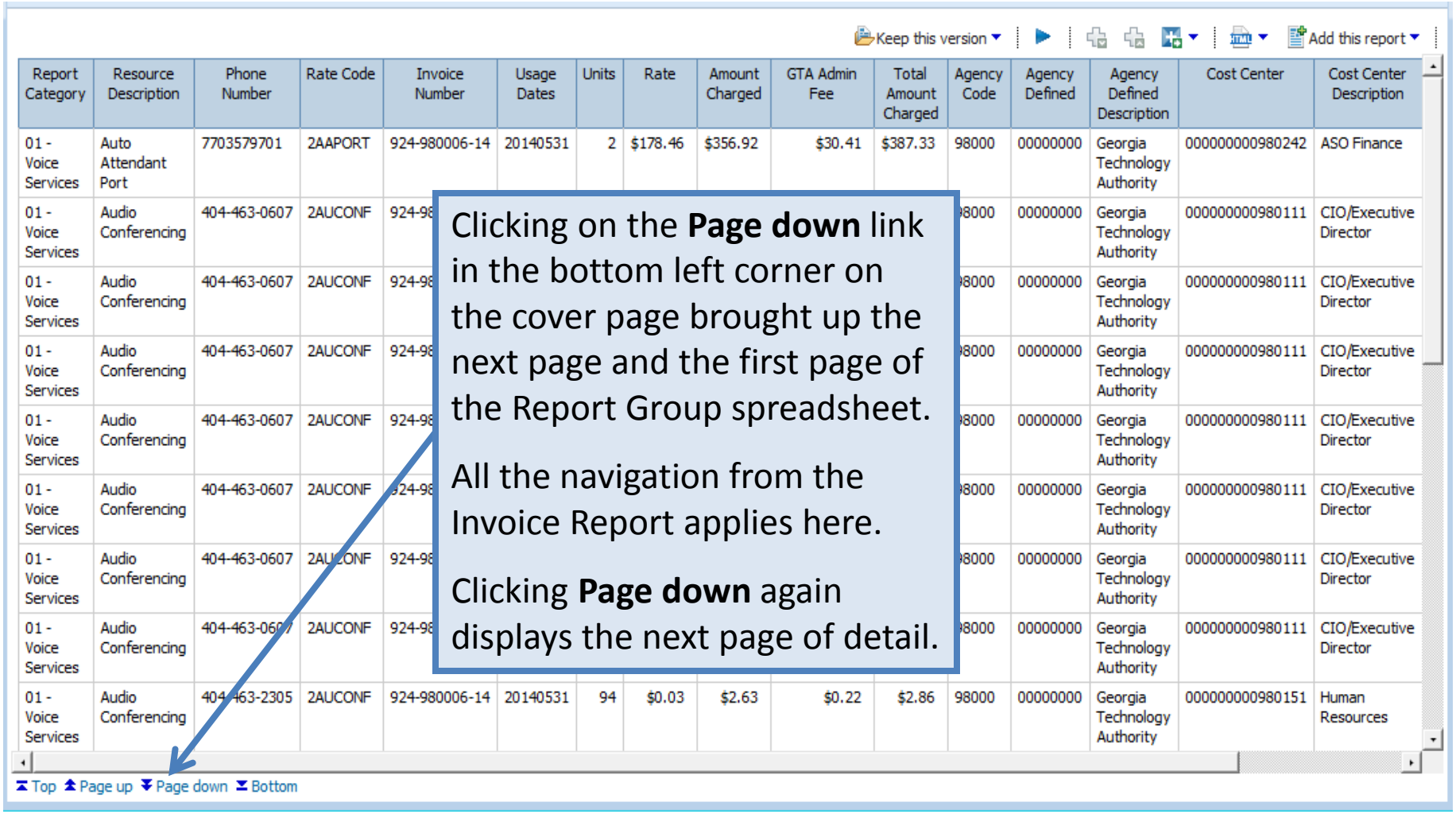
# Report Group Results in Browser




The Voice Group Invoice Detail results will first display with a cover sheet for the report.

Click on the **Page down** link in the bottom left corner to see the first page of the Report Group Invoice Detail. Using the **Bottom** link returns the last page of the report.

# Report Group Results in Browser




| Report Category | Resource Description | Phone Number | Rate Code | Invoice Number | Usage Dates | Units | Rate | Amount Charged | GTA Admin Fee | Total Amount Charged | Agency Code | Agency Defined | Agency Defined Description | Cost Center | Cost Center Description |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01 - Voice Services | Auto Attendant Port | 7703579701 | 2AAPORT | 924-980006-14 | 20140531 | 2 | $178.46 | $356.92 | $30.41 | $387.33 | 98000 | 00000000 | Georgia Technology Authority | 000000000980242 | ASO Finance |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-98 | | | | | | | 8000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-98 | | | | | | | 8000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-98 | | | | | | | 8000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-98 | | | | | | | 8000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-98 | | | | | | | 8000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-98 | | | | | | | 8000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-2305 | 2AUCONF | 924-980006-14 | 20140531 | 94 | $0.03 | $2.63 | $0.22 | $2.86 | 98000 | 00000000 | Georgia Technology Authority | 000000000980151 | Human Resources |

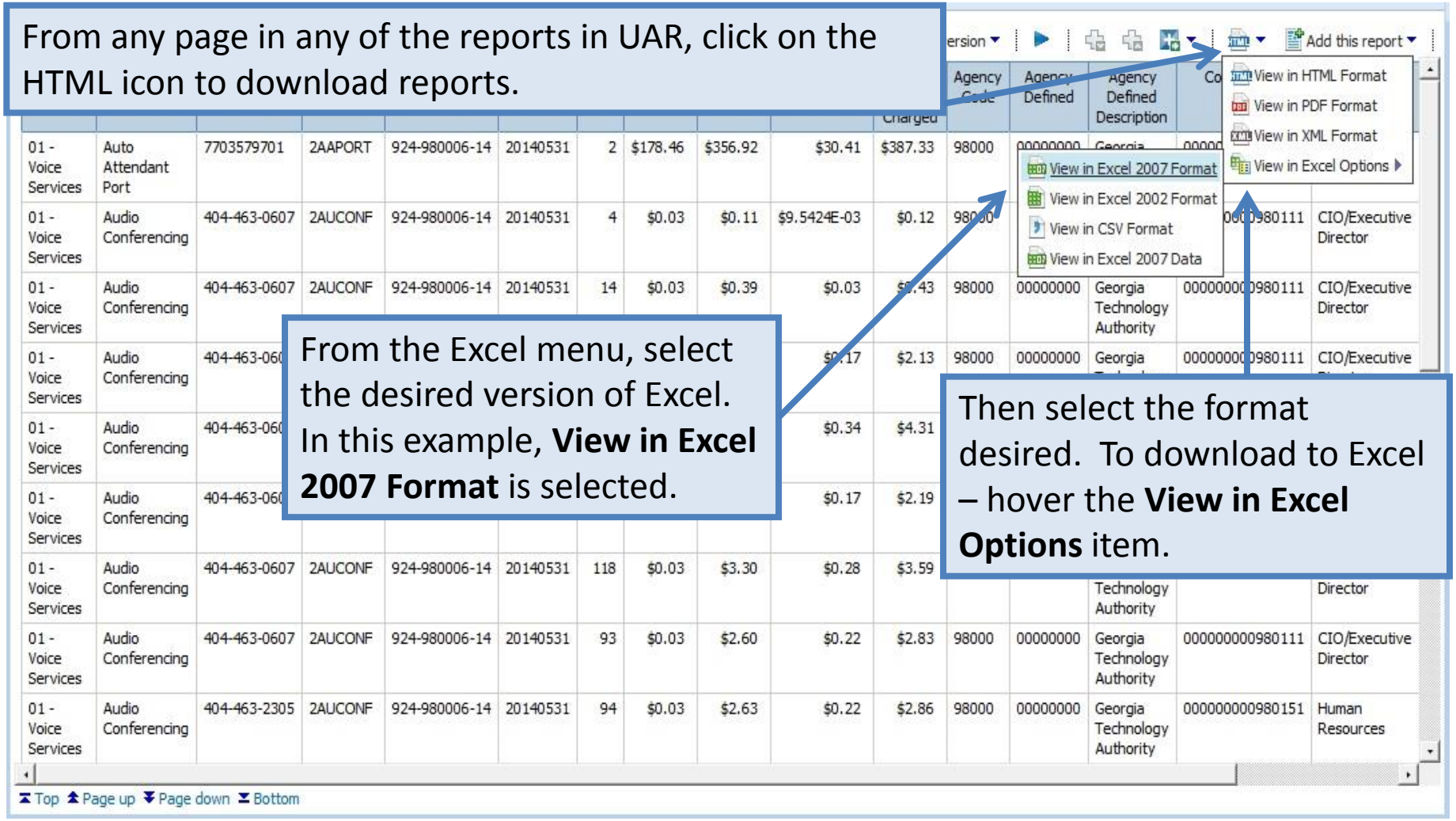
Clicking on the **Page down** link in the bottom left corner on the cover page brought up the next page and the first page of the Report Group spreadsheet.

All the navigation from the Invoice Report applies here.

Clicking **Page down** again displays the next page of detail.

# Downloading Report Group Results

From any page in any of the reports in UAR, click on the HTML icon to download reports.




| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01 - Voice Services | Auto Attendant Port | 7703579701 | 2AAPORT | 924-980006-14 | 20140531 | 2 | $178.46 | $356.92 | $30.41 | $387.33 | 98000 | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-980006-14 | 20140531 | 4 | $0.03 | $0.11 | $9.5424E-03 | $0.12 | 98000 | | | 0980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-980006-14 | 20140531 | 14 | $0.03 | $0.39 | $0.03 | $0.43 | 98000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-060 | | | | | | | | $2.13 | 98000 | 00000000 | Georgia | 000000000980111 | CIO/Executive |
| 01 - Voice Services | Audio Conferencing | 404-463-060 | | | | | | | $0.34 | $4.31 | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-060 | | | | | | | $0.17 | $2.19 | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-980006-14 | 20140531 | 118 | $0.03 | $3.30 | $0.28 | $3.59 | | | Technology Authority | | Director |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | 924-980006-14 | 20140531 | 93 | $0.03 | $2.60 | $0.22 | $2.83 | 98000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-2305 | 2AUCONF | 924-980006-14 | 20140531 | 94 | $0.03 | $2.63 | $0.22 | $2.86 | 98000 | 00000000 | Georgia Technology Authority | 000000000980151 | Human Resources |

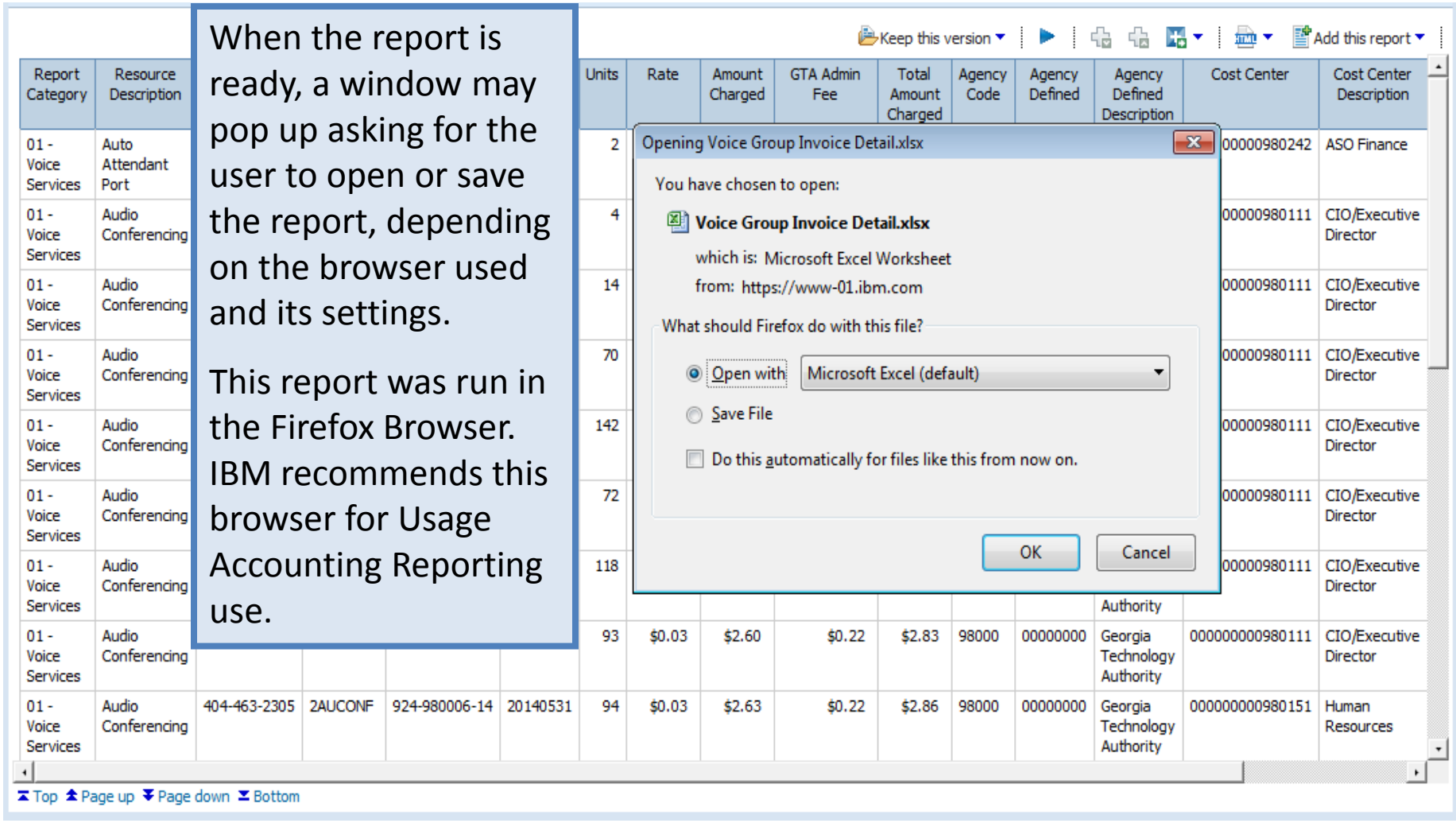
From the Excel menu, select the desired version of Excel. In this example, **View in Excel 2007 Format** is selected.

Then select the format desired. To download to Excel – hover the **View in Excel Options** item.

# Downloading Report Group Results

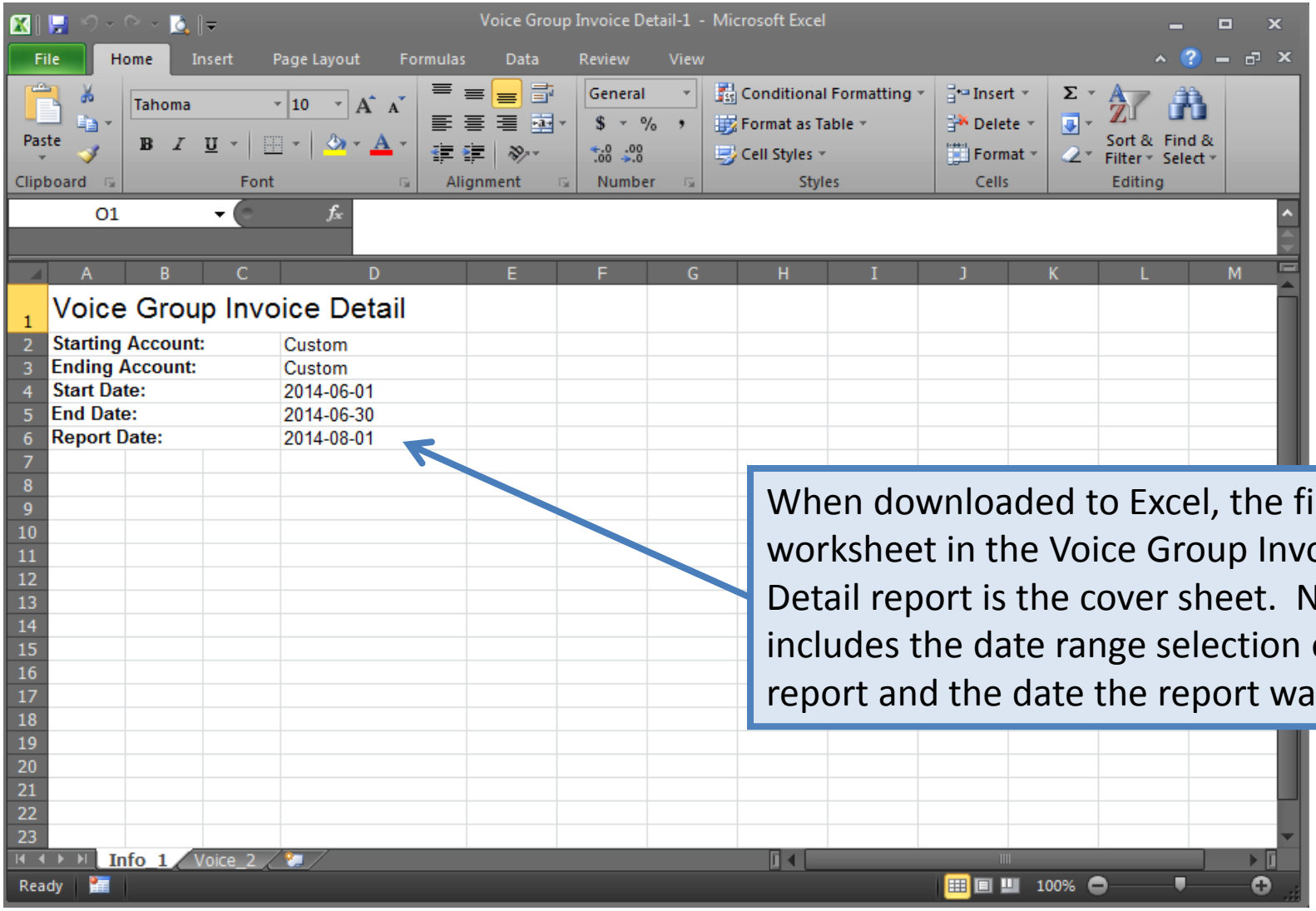
When the report is ready, a window may pop up asking for the user to open or save the report, depending on the browser used and its settings.

This report was run in the Firefox Browser. IBM recommends this browser for Usage Accounting Reporting use.



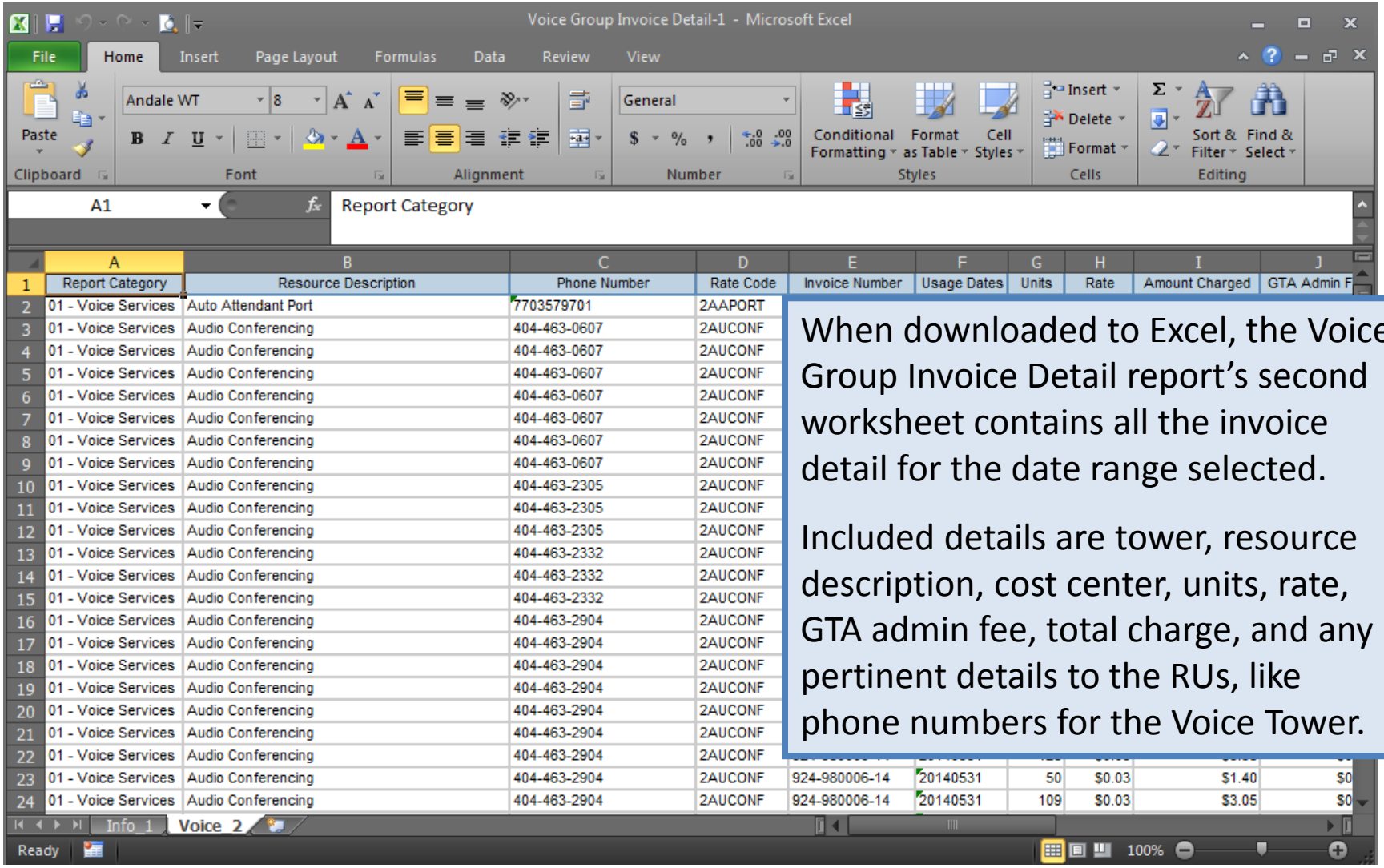

| Report Category | Resource Description | | | | | Units | Rate | Amount Charged | GTA Admin Fee | Total Amount Charged | Agency Code | Agency Defined | Agency Defined Description | Cost Center | Cost Center Description |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01 - Voice Services | Auto Attendant Port | | | | | 2 | | | | | | | | 00000980242 | ASO Finance |
| 01 - Voice Services | Audio Conferencing | | | | | 4 | | | | | | | | 00000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | | | | | 14 | | | | | | | | 00000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | | | | | 70 | | | | | | | | 00000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | | | | | 142 | | | | | | | | 00000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | | | | | 72 | | | | | | | | 00000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | | | | | 118 | | | | | | | | 00000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | | | | | 93 | $0.03 | $2.60 | $0.22 | $2.83 | 98000 | 00000000 | Georgia Technology Authority | 000000000980111 | CIO/Executive Director |
| 01 - Voice Services | Audio Conferencing | 404-463-2305 | 2AUCONF | 924-980006-14 | 20140531 | 94 | $0.03 | $2.63 | $0.22 | $2.86 | 98000 | 00000000 | Georgia Technology Authority | 000000000980151 | Human Resources |

# Report Group Invoice Detail




When downloaded to Excel, the first worksheet in the Voice Group Invoice Detail report is the cover sheet. Notice it includes the date range selection of the report and the date the report was run.

# Report Group Invoice Detail



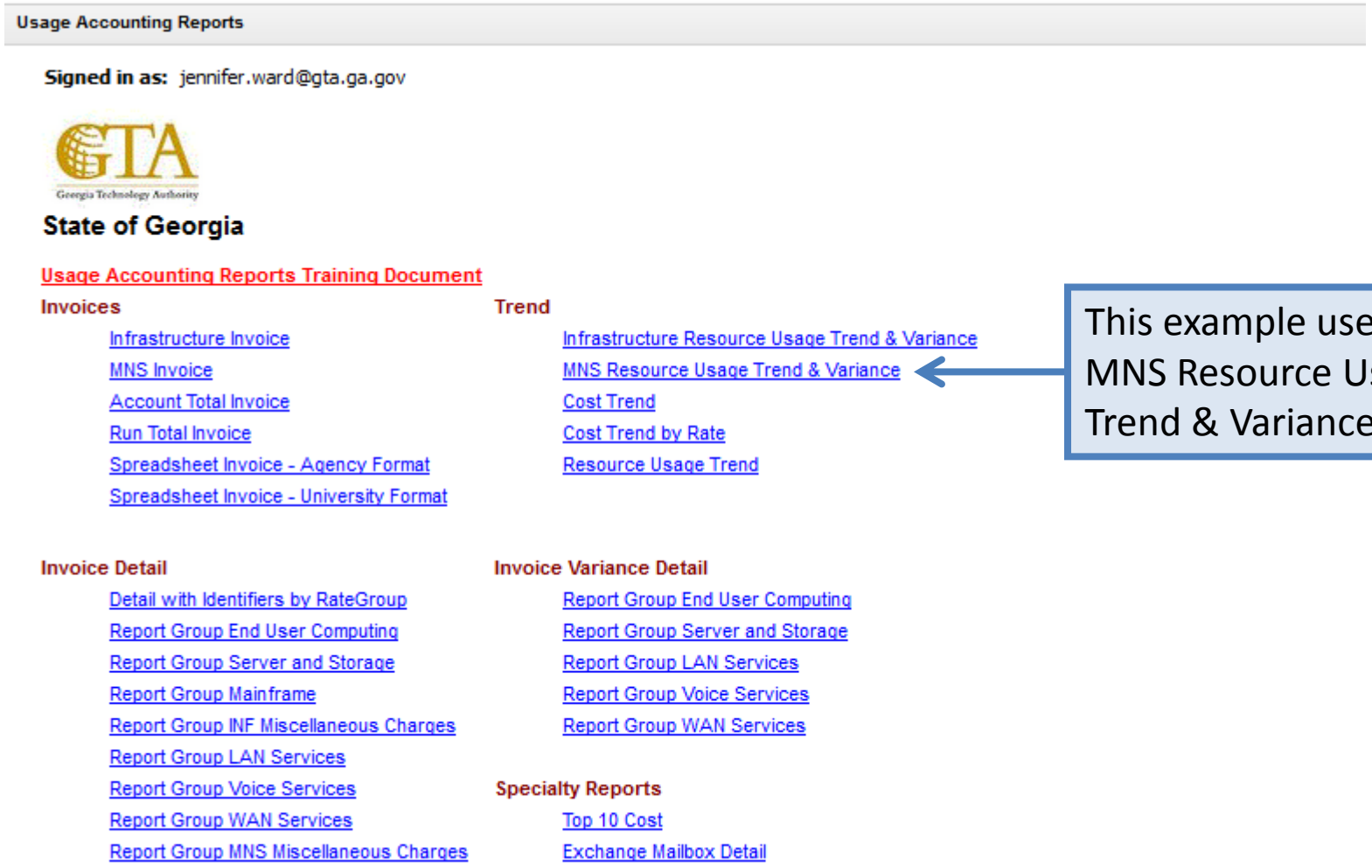

| Report Category | Resource Description | Phone Number | Rate Code | Invoice Number | Usage Dates | Units | Rate | Amount Charged | GTA Admin F |
|---|---|---|---|---|---|---|---|---|---|
| 01 - Voice Services | Auto Attendant Port | 7703579701 | 2AAPORT | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-0607 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2305 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2305 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2305 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2332 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2332 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2332 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | | | | | | |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | 924-980006-14 | 20140531 | 50 | $0.03 | $1.40 | $0 |
| 01 - Voice Services | Audio Conferencing | 404-463-2904 | 2AUCONF | 924-980006-14 | 20140531 | 109 | $0.03 | $3.05 | $0 |

When downloaded to Excel, the Voice Group Invoice Detail report's second worksheet contains all the invoice detail for the date range selected.

Included details are tower, resource description, cost center, units, rate, GTA admin fee, total charge, and any pertinent details to the RUs, like phone numbers for the Voice Tower.

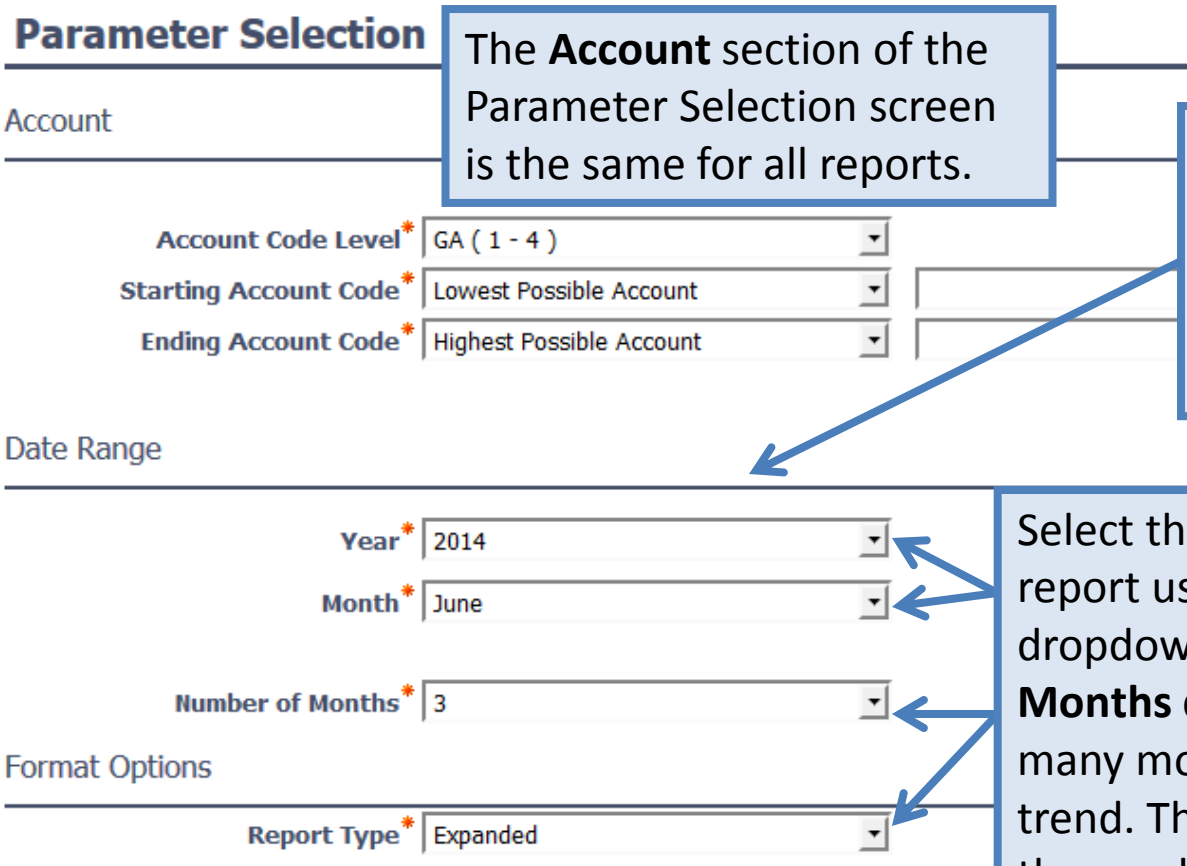
# TREND AND VARIANCE REPORT EXAMPLE

# Trend Reports




This example uses the MNS Resource Usage Trend & Variance Report

# Resource Usage Trend & Variance Interface

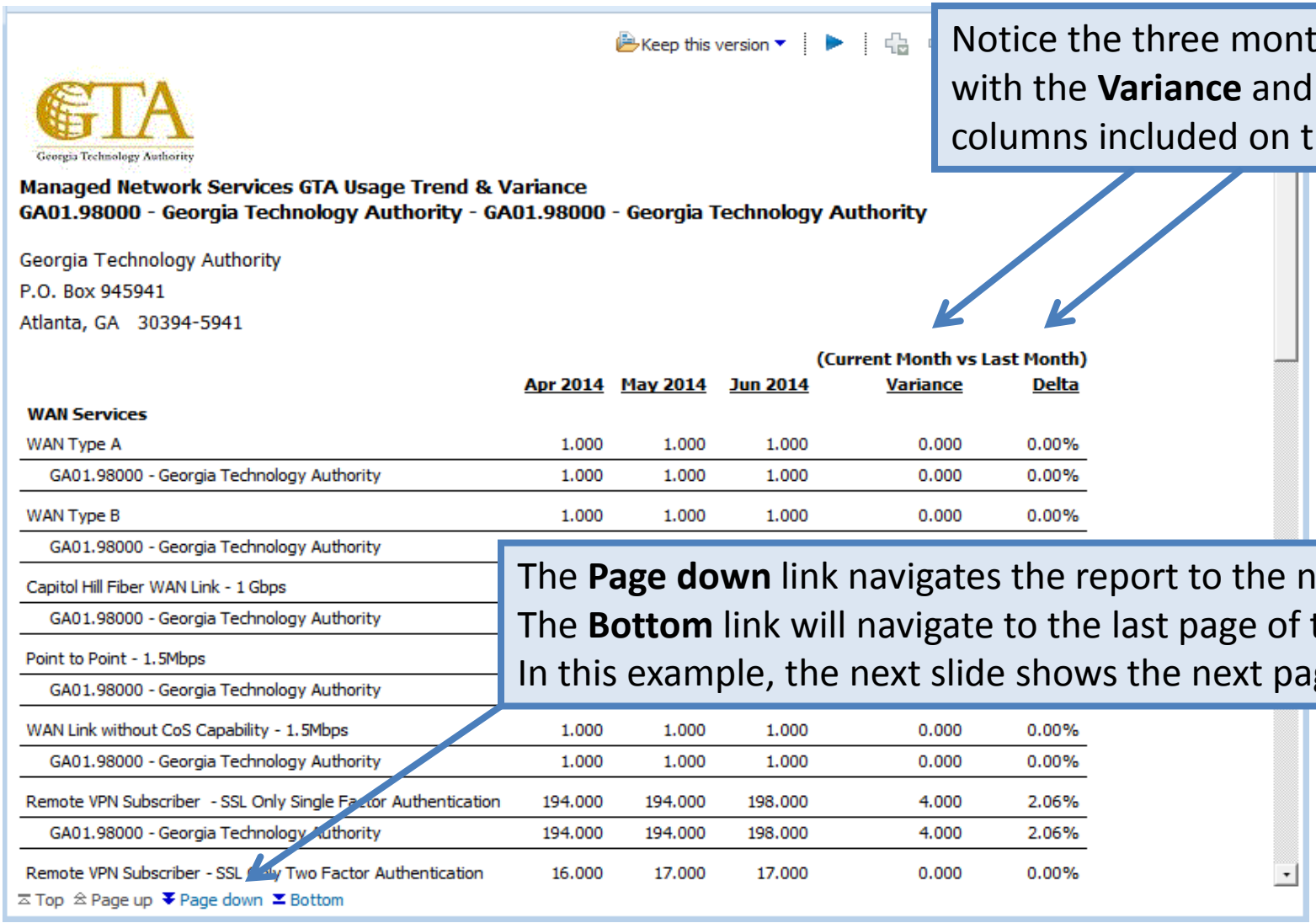



The **Account** section of the Parameter Selection screen is the same for all reports.

The **Date Range** section on the Resource Usage Trend & Variance report's Parameter Selection screen is different from the other reports.

Select the desired month to end the report using the **Year** and **Month** dropdown menus. Use the **Number of Months** dropdown menu to select how many months will be displayed in the trend. The **Report Type** determines if the results are **Expanded** to the lowest Account Level or at the **Summary** RU level. Click Finish once all selections are made.

# Resource Usage Trend & Variance Results


Keep this version

GTA
Georgia Technology Authority

**Managed Network Services GTA Usage Trend & Variance**
**GA01.98000 - Georgia Technology Authority - GA01.98000 - Georgia Technology Authority**

Georgia Technology Authority
P.O. Box 945941
Atlanta, GA 30394-5941

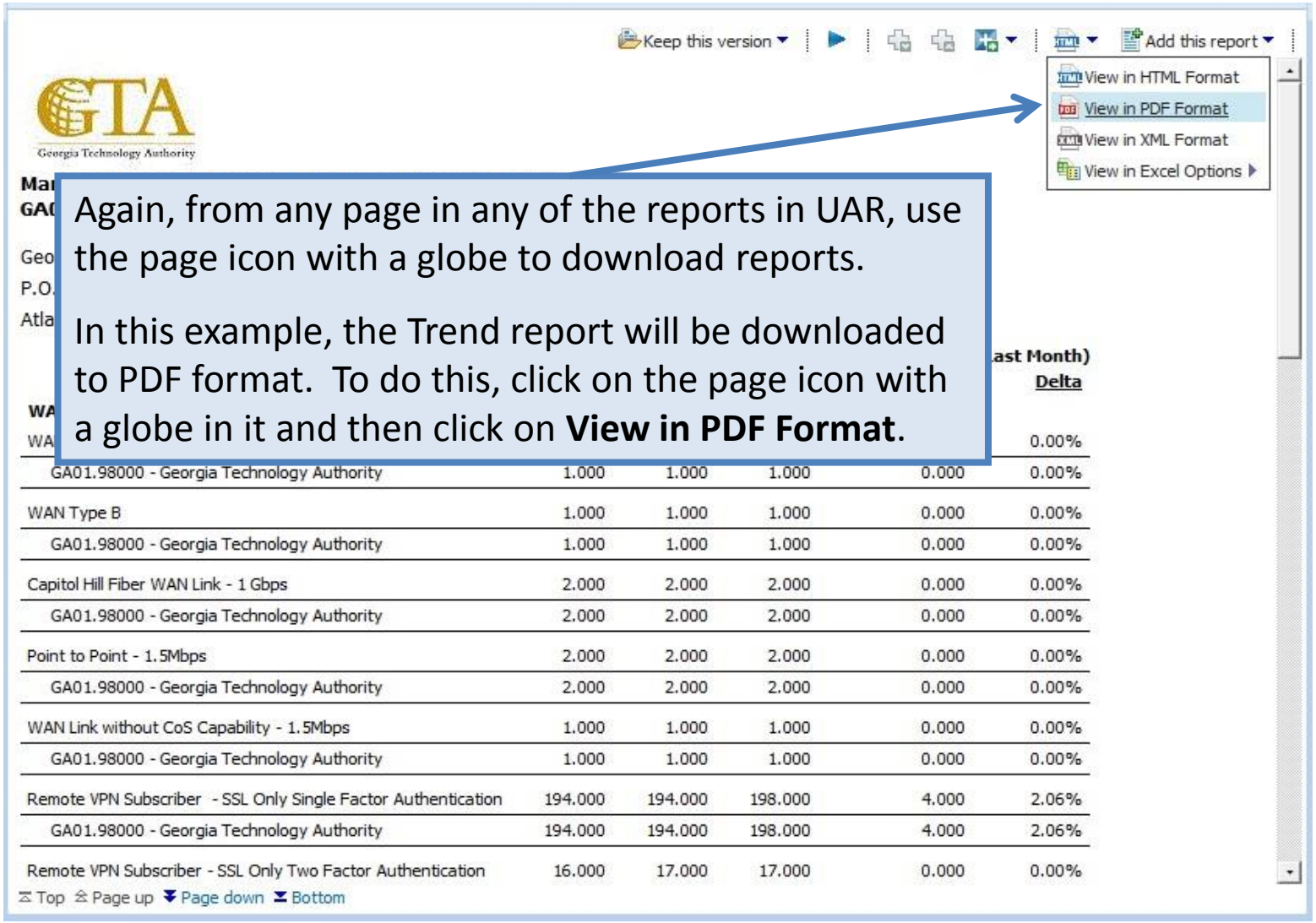
| | | | | (Current Month vs Last Month) | |
|---|---|---|---|---|---|
| | Apr 2014 | May 2014 | Jun 2014 | Variance | Delta |
| **WAN Services** | | | | | |
| WAN Type A | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| WAN Type B | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | | | | | |
| Capitol Hill Fiber WAN Link - 1 Gbps | | | | | |
| GA01.98000 - Georgia Technology Authority | | | | | |
| Point to Point - 1.5Mbps | | | | | |
| GA01.98000 - Georgia Technology Authority | | | | | |
| WAN Link without CoS Capability - 1.5Mbps | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| Remote VPN Subscriber - SSL Only Single Factor Authentication | 194.000 | 194.000 | 198.000 | 4.000 | 2.06% |
| GA01.98000 - Georgia Technology Authority | 194.000 | 194.000 | 198.000 | 4.000 | 2.06% |
| Remote VPN Subscriber - SSL Only Two Factor Authentication | 16.000 | 17.000 | 17.000 | 0.000 | 0.00% |

Top Page up Page down Bottom

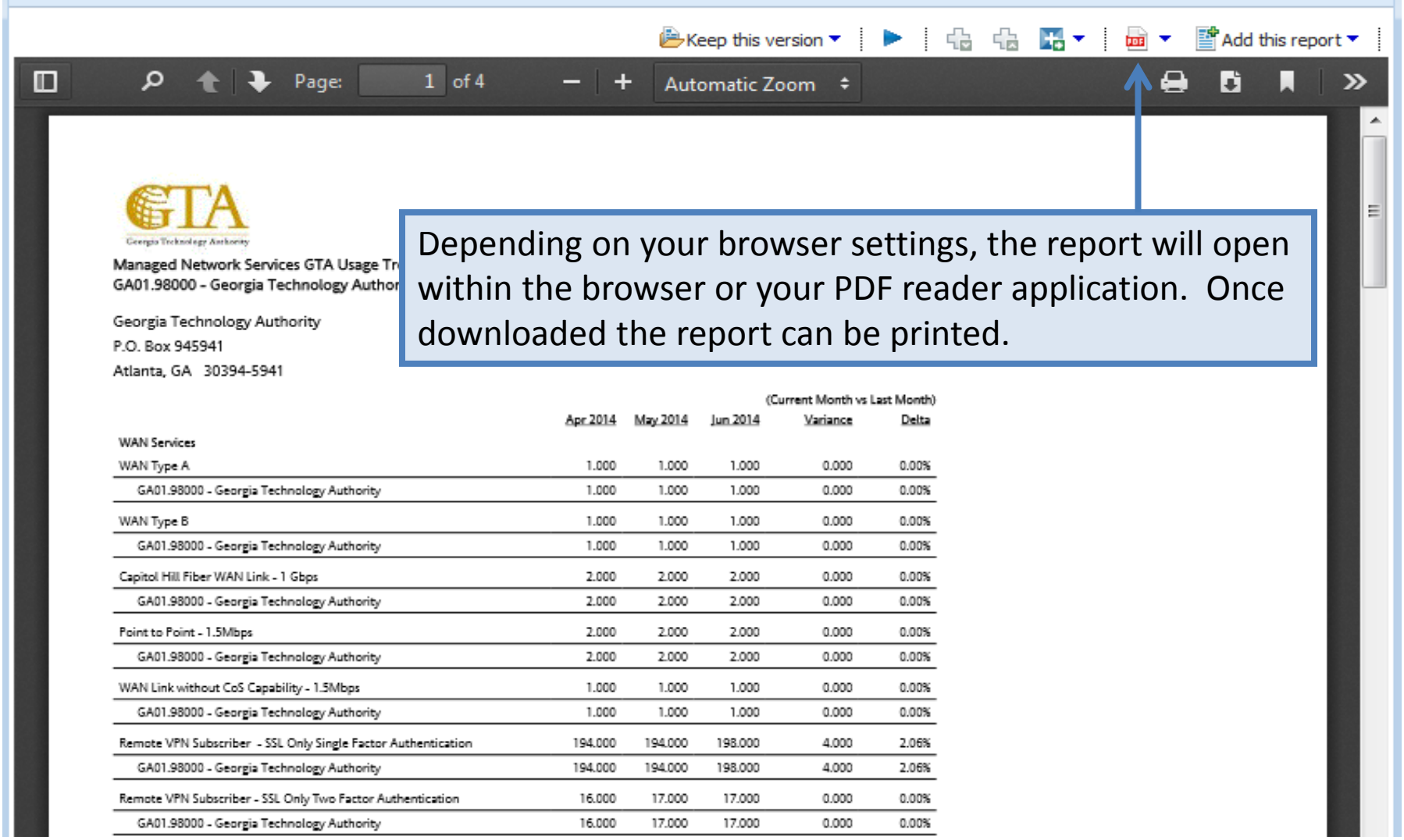
Notice the three months below with the **Variance** and **Delta** columns included on this report

The **Page down** link navigates the report to the next page. The **Bottom** link will navigate to the last page of the report. In this example, the next slide shows the next page.

# Downloading Trend Results as a PDF



# Resource Usage Trend & Variance as PDF




Managed Network Services GTA Usage Tr
GA01.98000 - Georgia Technology Author

Georgia Technology Authority
P.O. Box 945941
Atlanta, GA 30394-5941

| | | | | (Current Month vs Last Month) | |
|---|---|---|---|---|---|
| | Apr 2014 | May 2014 | Jun 2014 | Variance | Delta |
| WAN Services | | | | | |
| WAN Type A | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| WAN Type B | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| Capitol Hill Fiber WAN Link - 1 Gbps | 2.000 | 2.000 | 2.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 2.000 | 2.000 | 2.000 | 0.000 | 0.00% |
| Point to Point - 1.5Mbps | 2.000 | 2.000 | 2.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 2.000 | 2.000 | 2.000 | 0.000 | 0.00% |
| WAN Link without CoS Capability - 1.5Mbps | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 1.000 | 1.000 | 1.000 | 0.000 | 0.00% |
| Remote VPN Subscriber - SSL Only Single Factor Authentication | 194.000 | 194.000 | 198.000 | 4.000 | 2.06% |
| GA01.98000 - Georgia Technology Authority | 194.000 | 194.000 | 198.000 | 4.000 | 2.06% |
| Remote VPN Subscriber - SSL Only Two Factor Authentication | 16.000 | 17.000 | 17.000 | 0.000 | 0.00% |
| GA01.98000 - Georgia Technology Authority | 16.000 | 17.000 | 17.000 | 0.000 | 0.00% |

# How to Get Help

- **If you need further assistance in using Usage Accounting Reporting, please contact your Customer Relationship Manager**
- **If you have technical issues with Usage Accounting Reporting, please call the GETS Consolidated Service Desk at 877-482-3233**
- **This presentation will be posted to https://gta.georgia.gov/managing-your-gets-services**